

STORE MANAGER

JOB POSTING

Full or part-time. Full time, 5 days a week and a variable weekend day. Part-time, 3 – 4 days a week. Must be willing to work occasional evenings.
Reports to Executive Director

POSITION SUMMARY/OBJECTIVE

The Store Manager interacts with the Museum's stakeholders, including members and donors, and manages the Museum's store operations, including the store website. The Store Manager also supervises interns and volunteers with store assignments.

The Store Manager represents the Museum to its community, creates a positive experience for visitors and volunteers alike, builds a reputation for excellence for the Museum, and connects volunteers with Museum communications.

DUTIES

Management

Develop strategy for the store and maximize sales. Ensure that both traditional favorites and fresh additions to inventory are always on hand. Introduce new products that will be attractive to visitors, neighbors and members. Invite and entice visitors with window and merchandise displays. Manage inventory storage areas efficiently and rotate merchandise with the seasons. Manage the store website and shipping. Manage all store record keeping, including sales analysis, weekly store reports and bank deposits of store sales proceeds. Conduct yearly inventory and stock balancing.

Coordinate store open hours with special Museum events. Work with Member and Community Engagement Manager to schedule volunteers for regular store hours and special events. Recruit, interview and/or train new volunteers as needed. Maintain volunteer guidelines/directions and update as needed.

Selling

Serve as the primary contact and Museum ambassador for visitors to the store. Assist customers with their merchandise selections. Process sales transactions in the store and from the website, insuring timely delivery to customers. Manage phone inquiries for the store. Organize outdoor events such as Midsommarfest and the Andersonville sidewalk sale as well as offsite selling events, including volunteers needed to staff these events. Develop a calendar for specially priced merchandise in each month and in conjunction with exhibits and events. Maintain sales goals and advise Executive Director of variations from goal, positive or negative.

Sourcing and Purchasing

Serve as the primary contact for vendors, selecting products and making purchases for the Museum store. Effectively manage vendor relationships. Research products with appeal to both Museum visitors and the Andersonville community. Purchase products in a timely fashion for merchandising periods (e.g., holiday, back to school, etc.). Optimize inventory. Process all payments for products. Price and label all merchandise in the store and for outdoor or offsite events

Visual Merchandising, Display and Website content

Develop schedule and update window display three-four times each year. Update store information on website, including featured sale items.

General

Tell the Museum's story, comprehend its mission, participate in programs and events, and make connections with the Museum's community to answer their questions and elicit their feedback to merchandise featured in the Museum Store. Act as the Museum's representative when bringing Store merchandise to various Nordic and neighborhood festivals. Become familiar with the histories of the Museum's community and engage directly with visitors. Interact with other members of the Museum's staff to share information and to collaborate to achieve the Museum's strategic objectives. Other duties as assigned by the Executive Director.

EDUCATION REQUIREMENTS

Bachelor's degree from four-year college or university or comparable work experience

EXPERIENCE REQUIREMENTS

Minimum of 1-3 years related experience in retail management. Strong organizational skills.

Excellent oral and written communication skills. Must have strong computer skills, including MS Office Suite, Previous experience in not-for-profit a plus.

Valid Illinois driver's license required as well as access to reliable insured automobile to be used for work-related travel in the Chicagoland area.

SUCCESS FACTORS

Ability to work well with others, multitask, and handle a variety of projects gracefully is essential.

Customer service orientation and interpersonal skills, treating all others with respect and courtesy.

Curiosity to learn new things and meet new people. Self-motivated, takes initiative, follows through, shares credit and takes responsibility for actions. Effective problem solver and attention to detail and excellent work products

Salary will be based on applicant's experience and qualifications. Some evening and weekend work required. EOE

Submit letter of interest, comprehensive résumé, writing sample, and salary requirements to Karin Moen Abercrombie, Executive Director, hr@samac.org No phone calls, please.