

Como Friends

POSITION DESCRIPTION

September 2026

Assistant Retail Store Manager

Primary Purpose

The Assistant Retail Store Manager supports the Retail Store Manager in running the daily retail operations for Como Friends Gift Shop and ensuring the store is an efficient, profitable retail business that sells a wide range of appealing merchandise for the diverse visitors at Como Park Zoo & Conservatory. The Assistant Retail Store Manager directly supervises the daily activities of the Sales Supervisor and front-line Sales Associates in all Como Friends Gift Shop locations, inspiring excellent customer service through coaching, providing effective feedback, and recognizing staff accomplishments. The Assistant Retail Store Manager will create a fun and positive work environment that encourages communication and teamwork and provides excellent visitors experience while promoting Como Friends and its mission.

Experience and Qualifications

A minimum of three years' experience as an Assistant Retail Store Manager or similar, in a high traffic, high volume environment required; bachelor's degree preferred or a comparable combination of education and experience totaling a minimum of five years.

Proven ability to:

- generate sales while focusing on leading through example
- holding team accountable to exceed sales goals and excellent customer service
- ability to coach and develop staff in accordance with seasonal staffing strategies
- managing scheduling with attention to financial constraints

Experience in:

- cash handling activities including daily deposits and reconciling cash drawers
- problem solving
- effectively resolving difficult customer service situations.

Proficiency in Point of Sale systems (preferably NCR CounterPoint), Microsoft Office, and scheduling software. Ideal candidate will have experience with e-commerce and all its processes.

Job Responsibilities

- Under the direction of the Retail Store Manager, hire, train, schedule, and supervise gift shop staff to develop a well-run retail operation including onboarding of new hires, coordinating our

volunteer scheduling with associated Campus department, maintaining store standards, and ensuring smooth daily operations.

- Drive sales by providing structure, leadership, and training for the sales staff to ensure performance at a high level of service in their assigned areas of responsibility, including daily operations, product knowledge, and as members of Como Friends' team.
- Spend 80% or more of time directly on the sales floor collaborating with Sales Supervisor, assigning front-line Sales Associates for day-to-day store operations, exceeding customer service needs by providing service that is efficient and friendly to maximize sales and create positive experience, and filling in for staff as needed.
- Act as liaison between Store Manager and sales team to ensure clear communication of store policies and procedures and provide input for Sales Associates' annual performance appraisals.
- Under the direction of the visual merchandising team, maintain a consistent and appealing store appearance, meeting store standards for signage, stock levels and merchandise presentation.
- Maintain an awareness of loss prevention, security, and safety in the shops.
- Prioritize, assign, and direct work of Sales Supervisor, Sales Associates, and Volunteers, including daily merchandise replenishment, store recovery, and management of retail botanical logistics. Work with Directors, Store Manager, Stockroom Manager, Visual Merchandising Assistant, and stockroom staff to monitor store inventory levels and presentations to ensure daily store replenishment.
- Manage the day-to-day operations of a retail store including cash handling activities and dispersal of all store monies and change orders. Assist Sales Supervisor and associates in daily closing of cash drawers and solving drawer balance issues. Verify the daily closing sheet and bank deposits are completed timely.
- Assist the Directors and Stockroom Manager in maintaining an accurate inventory; including routine cycle counts and annual inventory preparation, physical counts, and reconciliation.
- Oversee point of sale system questions from both Sales Supervisor and Sales Associates; be responsible for resolving system issues in the various retail locations and contact POS support when necessary.
- Work a non-standard/flexible schedule with a minimum of 40 hours per week, which will include weekends, holidays, and occasional evenings.
- Physical specifications: Constant moving, talking, hearing, reaching, grabbing, and standing for at least two consecutive hours. May occasionally involve stooping, kneeling, crouching, and climbing ladders. Vision abilities include close vision, depth perception, and ability to adjust focus. Involves lifting at least 30 lbs.

- Performs other duties as assigned.

Salary and Background

The Assistant Retail Store Manager is supervised by the Retail Store Manager. The Assistant Retail Store Manager indirectly supervises Sales Supervisors and Sales Associates. Salary range is \$55,000-60,000 depending on qualifications. Benefits include health insurance, dental insurance, life insurance, long-term disability insurance, retirement plan, paid vacation, ten paid holidays, three floating holidays, three paid personal days and sick leave.

Como Friends is a 501c3 nonprofit committed to ensuring Como Park Zoo and Conservatory can thrive for generations to come.

The successful public/private partnership behind Como Friends has fueled more than 25 years of major improvements at Como Park Zoo & Conservatory. Como Friends manages all four of the retail locations on the grounds of the Zoo and Conservatory.

To apply, please submit resume & cover letter to: giftshop@comofriends.org, attention Retail Store Manager. Applications will be reviewed on a rolling basis, position open until filled.