

Como Friends

POSITION DESCRIPTION

March 2024

Retail Store Manager

Primary Purpose

The Retail Store Manager will manage the daily operation of the Gift Shop according to the standards set by the Director of Retail Operations and the Associate Director of Retail Operations. The Retail Store Manager is responsible for maintaining Garden Safari Gifts as a well-managed profitable retail business with a strong profit margin that sells a wide range of merchandise appealing to the diverse visitors at Como Park Zoo & Conservatory. The Retail Store Manager directly supervises the daily activities of Sales Supervisors and front-line Sales Associates, in all Garden Safari Gifts locations, inspiring excellent customer service through coaching, providing effective feedback, and recognizing staff accomplishments. The Retail Store Manager creates a fun and positive work environment that encourages communication, teamwork, and an excellent visitor experience while promoting Como Friends and its mission.

Experience and Qualifications

- A minimum of three years' experience as a Retail Store Manager in a high traffic, high volume environment; with a bachelor's degree preferred. Or a comparable combination of education and experience totaling a minimum of six years.
- Proven ability to drive sales with year over year increases while focusing on leading through example, holding team accountable to exceeding sales, and excellent customer service.
- Proven ability to recruit, interview, hire and train new staff, including Sales Supervisors and Sales Associates.
- Demonstrated ability to coach and develop staff in accordance with succession planning strategies. Results orientated with the ability to effectively resolve employee relations matters.
- Experience in cash handling activities including daily deposits and reconciling cash drawers, managing staffing with attention to financial constraints, problem solving and effectively resolving difficult customer service situations.
- Experience with Point of Sale, (preferably NCR CounterPoint), Microsoft Office, and scheduling software.

Job Responsibilities

- Under the direction of the Director of Retail Operations, hire, train, schedule, and supervise gift shop staff to develop a well-run retail operation.
- Provide 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, customer service, product knowledge, and as members of Como Friends' team. Drive retail sales and exceed customer service expectations.
- Act as liaison between Directors 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 Associate Director of Retail Operations, 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.
- Spend 80% or more of time directly on the sales floor collaborating with Sales Supervisors, assigning front-line Sales Associates as needed for day-to-day store operations, meeting customers' needs by providing service that is efficient and friendly to maximize sales and visitor experience, and filling in for staff as needed.
- Prioritize, assign, and direct work of Sales Supervisors, Sales Associates, and Volunteers, including daily merchandise replenishment, store recovery and management of retail botanical logistics.
- 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 Supervisors and Associates in daily closing of cash drawers and solving drawer balance issues. Oversee preparation of bank deposits by Sales Supervisors. Verify the daily closing sheet and bank deposits prepared by Supervisors on a weekly basis.
- Coach and develop staff on a daily and quarterly basis, focusing on outcome based positive training, with appropriate counseling and consequences.
- Work with the Director of Retail Operations, Associate Director of Retail Operations, Visual Merchandising Assistant, Stockroom Manager, and stockroom staff to monitor store inventory levels and presentations to ensure daily store replenishment.
- Produce weekly staff work schedule in a timely manner and work with Sales Supervisors to detail Sales Associates daily assignments.
- Assist the Directors and inventory staff 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 supervisors and associates; be responsible for resolving system issues in the various retail locations and contact POS support when necessary.

- Produce monthly ScooterBug report by evaluating POS reports. Assist with Penny & Medallion Machine maintenance contractors and monitor the parking meter in Tropical Encounters.
- Support and assist with Gift Shop and Como Friends events, along with campus wide programs initiatives.
- 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 Retail Store Manager is supervised the Director of Retail Operations. The Retail Store Manager directly supervises Sales Supervisors and Sales Associates. Salary description \$70,000. Benefits include health insurance, dental insurance, life insurance, long-term disability insurance, short-term disability insurance, retirement plan, two weeks paid vacation, eight paid holidays, three floating holidays, three paid personal days and sick leave.

Como Friends is a nonprofit 501(c)3 organization that inspires community generosity in support of Como Park Zoo and Conservatory, so it thrives for generations to come.

Como Friends is the nonprofit partner of Como Park Zoo & Conservatory. It manages all four of the retail locations on the grounds of the Zoo and Conservatory.

How to apply, please submit resume & cover letter to: Gardensafarigifts@comofriends.org, attention Director of Retail Operations.