



Job Description

Gift Store Manager/Buyer

About (www.marinelife.org): Loggerhead Marineline Center (LMC) is a 501(c)3 non-profit sea turtle education and ocean conservation facility located on the Atlantic Ocean in Juno Beach, FL. LMC is one of the most visited cultural destinations in Palm Beach County, FL hosting over 215,000 visitors annually. LMC's beach-side campus houses a variety of exhibits, including live sea turtles, a world class sea turtle hospital, and an on-campus learning center which hosts more 20,000 school age children each year. LMC's has a very successful retail store which has grown into a well-known shopping destination offering beautiful unique gifts for visitors of all ages.

Summary: Gift Store Manager/Buyer is responsible for overall sales, profitability, purchasing, customer service, visual strategies, marketing, operations and inventory management of the Gift Store. He/She provides leadership and guidance to gift store staff and gift store volunteers that creates an environment focused on customer satisfaction, maximum productivity, and profitability. Responsibilities are performed with considerable independence and reviewed periodically.

Qualifications:

- College Degree in Business or related field is preferred
- 3+ years in retail management
- Proven track record in achieving sales results
- Strong communication skills, both verbal and written
- Superior customer service skills
- Ability to work in a fast-paced, changing environment
- Exposure to Retail Merchandising/Visual Concepts
- Knowledge in staffing, coaching, counseling, training, and development of employees

Compensation:

- Salaried
- 100 percent medical benefits for store manager after 90 days
- Eligible for 401K after 1 year of service

Supervisor: Directly responsible to Director of Finance

Expectations

- Management
 - **Staff**
 - Oversee loss prevention systems of the gift store as well as provide the highest level of security and awareness in the store
 - Constantly recruit, hire, train and develop a successful sales team
 - Build effective relationships with peer and upper management partners
 - Recruit, interview, select and train gift store personnel and volunteers
 - Train and develop Senior Sales Associate in all areas of job responsibility
 - Recognize performance issues in a timely manner and partner with Director of Finance to develop plans for resolution
 - **Customer Service**
 - Provide exemplary customer service welcoming customers as guests
 - Respond to customer inquiries and complaints in a professional and timely manner
 - Ensure respect for customers and provide them with a positive shopping experience

- **Administrative**
 - Ability to liaise with eCommerce provider to ensure retail brand identity is uniform in-store and online
 - Keep back room clean, efficient and organized at all times
 - Stay in compliance of all applicable laws, operating and safety procedures and controls and provide support documentation as necessary
 - Prepare weekly staff schedules to ensure proper floor coverage, in relation to promotions and holidays. Anticipate and plan for long term staffing needs trending seasonally
 - Responsible for scheduling/maintaining store maintenance and cleaning.
 - Prepare nightly bank deposits
- Sales
 - Consistently monitor team members, sales activities and productivity. Acknowledge and communicate performance to associates
 - Plan and communicate daily with staff regarding vital topics, metrics and quotas.
 - Meet and exceed all store sales quota and service metrics
- Training
 - Be a constant sales floor presence to ensure excellent customer experience and maximum sales, switching/coaching sales team members if necessary
 - Maintain standards of Dress Code, Personal Hygiene, and Performance
 - Supervise and coordinate the work of assigned staff and volunteers to be knowledgeable in areas of product, merchandising, customer service and sales goals/objectives
- Buying/Merchandising
 - Attend wholesale gift shows to purchase product
 - Identify trends, review market research, and meet with vendors to select marketable gifts appropriate to the buying audience
 - Negotiate best costs and delivery of product
 - Maintain product quantity levels
 - Organize plans and oversee displays of merchandise in accordance with the buying audience. In addition, change displays regularly
 - Responsible for annual inventory count

Work Schedule

- 45 hour work week is standard. Several special events occur annually including (TurtleFest, Lights Out Gala, Loggerhead Invitational, and Blue Friends Awards Luncheon, ect.) "Pop-Up" stores are featured prominently at these events and are managed by the Gift Store Manager.

Skills Required:

- Proficiency in Microsoft Word and Excel is required as well as the ability to multi-task and work independently in an extremely fast paced environment
- Strong analytical, prioritizing, interpersonal, problem solving and planning skills
- Proficiency in POS Systems and inventory management

PHYSICAL DEMANDS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand and walk. The employee is frequently required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

This job description in no way states or implies that these are the only duties to be performed by this employee. He or she will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.