

RETAIL OPERATIONS MANAGER ~ to apply send resume & cover letter to jobs@seattlecenter.org by 1/8/14

OVERVIEW: Through the effective management of the Seattle Center store support the purpose and branding of Seattle Center and provide financial support for the Seattle Center Foundation (SCF).

FLSA STATUS: Exempt **REPORTS TO:** Seattle Center Foundation Executive Director

ESSENTIAL FUNCTIONS:

1. Develop annual business and long-range operating plans (including goals, special projects, estimated gross sales, cost of goods sold, expenses, salaries, and net profit). Review and update plans on a regular basis.
2. Estimate, monitor and manage the revenue and expenses for the \$300,000 - \$500,000 annual store budget.
3. Hire, supervise, conduct performance reviews, direct and support retail staff.
4. Work on the sales floor approximately 3 shifts a week, modeling excellent customer service.
5. Maintain fresh product line based on market awareness.
6. Create and manage an in-store Community Arts Showcase program, determining product criteria, financial terms, selection procedures and operating standards for artists whose work is represented.
7. Establish retail staff criteria and procedures for customer sales and service, helping to provide a concierge like function for Seattle Center
8. Establish procedures and maintain records for orders, invoices, customer correspondence, purchasing, shipping/receiving, warehousing, mail orders, returns, markdowns, exchanges, defective merchandise, wholesale operations, and the computerized inventory system.
9. Develop procedures and supervise physical inventory of store merchandise; reconcile inventory after physical count.
10. Network with industry and Seattle Center peers to develop and maintain relationships.
11. Establish and maintain standards for shop maintenance and display and store operating policies and procedures.
12. Work with Seattle Center staff to ensure that store merchandise enhances and promotes the Center's brand and programs.
13. Work with Seattle Center staff on development of promotions, special discounts and sponsorship integration.

QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. Minimum two years experience in retail management.
2. Excellent written and oral communication skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person, and over the phone.
3. Demonstrated proficiency and accuracy in using Word, Excel and other software programs.
4. Ability to learn the store's point of sale system to create sales reports, generate purchase orders, ring up sales, troubleshoot as necessary, and all other vital programs related to the system. On-site point of sale expert.
5. Organizational ability with strong management and supervisory skills.
6. Basic accounting knowledge; ability to understand and work with financial statements.
7. Ability to assess priorities and work well under pressure; excellent time management and problem-solving.
8. Ability to learn and adapt quickly in a constantly changing environment.
9. Ability to work with close attention to detail and to maintain confidentiality of sensitive information.
10. Ability to work with staff, volunteers, visitors, outside vendors and co-workers professionally and tactfully.
11. Ability to adhere to Seattle Center Foundation policies and support management decisions in a positive, professional manner.

WORKING CONDITIONS:

Work areas are inside, in a climate-controlled environment with light background noise. Evening and weekend work is necessary.

PHYSICAL ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:

Sitting/Standing/Walking: Approximately 40% of time is spent seated while working at a desk. Balance of time is spent standing or moving around the work areas.

Speaking/Hearing: Clear diction and acute hearing are necessary for effective communication with members, volunteers, visitors, outside vendors and co-workers.

Vision: Corrected vision close to 20/20 is necessary to effectively use the computer screens and interpret written information.

Lifting: Ability to lift up to twenty-five pounds is necessary for lifting and transporting merchandise. Ability to operate a hand truck.

Stooping/Kneeling: Ability to stoop and kneel when accessing files, stocking merchandise and supplies.

Reaching/Handling: Good manual dexterity for computer keyboard use, and the ability to retrieve and work with appropriate paperwork, equipment, supplies and merchandise.