

Position: Retail Sales Manager
Classification: Full-Time, Exempt
Reports to: Executive Director
Supervises: Sales Associates and volunteers
Schedule: Monday to Friday, some evenings or weekends required

Position Summary

The primary responsibility of the Retail Sales Manager is to creatively maximize earned income through the retail operations of a nonprofit arts organization, and to create a sales-orientation which supports the organizational goal of the Store as a viable and profitable retail operation. This position manages the Store's day-to-day operations, manages store staff, maintains and oversees financial controls and procedures, develops and implements a mission-based approach to buying, analyzes and reports data, manages inventory and the store website, plans and oversees retail programs and events and oversees all aspects of merchandising, selling and customer service. This position works closely with the Director of Marketing.

Duties and Responsibilities

Sales and Marketing

- Builds loyalty and brand recognition for CC through superior customer service; actively greets and interacts with guests; elicits from customers the types of products they are seeking
- Generates sales and meets monthly revenue goals
- Pursues corporate sales, commissions, and avenues to attract customers to the Store
- Manages web sales through the addition/removal of inventory from POS; strategizes and implements promotions with marketing department
- Works with Director of Marketing to promote store programs and events through social & print media and monthly newsletter
- Develops and maintains a knowledge of craft/design, with emphasis on high-caliber artist-made work Participates in various exhibition, education, and fundraising activities occurring throughout the year, including some weekend and evening events

Financial Accounting, Analysis, Reconciliation and Cash Handling

- Develops and strategizes store business model and the store annual budget
- Responsible for daily deposits, sales reports, and monthly reporting to finance department
- Ensures proper cash handling practices and daily balancing of Store sale
- Resolves discrepancies with financial reporting and any issues with shortages/overages
- Manages and analyzes owned/consigned inventory regularly using KPI's to measure performance; strategizing and implementing plans to make improvements when necessary; conducting annual year-end inventory count and works with finance to improve loss, shrinkage, etc.

Operations & General Management

- Ensures a clean, organized, well-stocked sales area at all times
- Contacts artists to schedule receipt of new consignment work or to return slow-selling merchandise
- Confirms items have been recorded accurately in point-of-sale system; customer data is collected and recorded correctly
- Controls owned inventory turnover through regular buys and markdowns
- Manages consignment inventory through consistent communication with artists regarding the popularity of their work
- Researches new merchandise and reviews new artist submissions for the Store
- Schedules and assigns staff for daily operations, weekend and evening events as needed
- Manages visual merchandising and designs the store reset with a commitment to fully refreshing the store displays at least once every quarter/season
- Manages the Store operations on-site, trains and supervises paid and volunteer staff to achieve sales goals; schedules and assigns store staff and volunteers for daily operations, weekend and evening events as needed
- Attends and contributes to staff meetings
- Carries out other special duties and assignments as requested

Retail Programs & Event Management

- Formulates, organizes, and supervises events and programs hosted by the Store
- Tracks and evaluates event results; makes adjustments which best comply with the goals and mission of the Store and organization
- Works with Exhibitions team on solicitation and tracking for Out of Hand auction

Customer Service

- Maintains a superior level of professionalism, courtesy and efficiency while putting the needs of the customer first
- Researches and resolves customer concerns and complaints. Oversees refunds, exchanges and questions as needed
- Ensures front doors are open and all public and exhibit areas are fully operational during open hours. Becomes knowledgeable about current exhibitions and Studio classes to be able to answer customer questions
- Welcomes guests to Contemporary Craft upon their entrance

Qualifications

- Five years of sales/management experience; commensurate experience or education will be considered
- Must be able to work independently, under pressure, and resolve complex problems as they arise
- Ability to identify priorities and manage projects
- Ability to manage budgeting and work towards retail growth
- Strong time management skills to complete assigned projects under required schedule
- Excellent working knowledge of contemporary craft a plus
- Proficiency in Microsoft Office, particularly excel and word are required
- Proficiency in Point of Sales system required
- Excellent written and communication skills

Application

Applications must include:

- Cover Letter
- Resume
- Three professional references – with contact information

Compensation and Benefits

Salary range: \$45,000 - \$50,000 depending on experience

Benefits are competitive and include:

- Paid time off and paid sick days
- Health Insurance Group Plan
- 401k Retirement with employer match
- Short-term disability insurance
- Workers' compensation
- Discount in the Store
- Free workshops in the Studio (material fees may apply)

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