



Job Description

Position Title: Montreat Store Manager

Effective: 3/26/24

Reports to: Vice President for Communication

Supervises: Assistant Store Manager; Store associates; seasonal staff, as needed

Status: Full-time; Salaried; Exempt

Essential Functions:

The manager manages the daily operation of the Montreat Store and ensures the store enhances the experience of conferees, retreat groups, and other guests by selling convenience items, souvenirs, gifts, and books while also contributing financially to Montreat's overall mission.

Essential Duties:

The essential duties are as follows:

- Manage all day-to-day operations of the Montreat Store.
- Direct and oversee staff management including hiring, scheduling, staff supervision and training, and handling personnel issues.
- Guide the overall strategic direction for the Montreat Store as part of the larger institution.
- Develop a working knowledge of tools used in daily operations, including: the cash register, point of sale software, communication tools, and productivity software.
- Provide excellent customer service, including assisting customers with locating items, using the point-of-sale system, and/or bagging merchandise.
- Direct or assist in processing and replenishing merchandise and monitoring floor stock.
- Work collaboratively with colleagues and other departments to work on essential projects.
- Coordinate strategically with other departments to bring cohesion between organizational events and store merchandise. This includes carrying books affiliated with conferences and hosting events such as book signings or launch parties.
- Work with Senior Leadership Team supervisor to create and remain accountable for an annual budget. This includes monitoring of revenues, expenses, cost of sales, and gross margin.

- Serve as a partner for community-wide initiatives, such as Cottager events, and Fourth of July festivities.
- Direct or assist with Store marketing as needed.
- Ensure the Store and its surrounding grounds are kept clean and orderly. This also includes the bathrooms located adjacent to the Store.
- Perform other duties as assigned.

Requirements:

- *Education:* College degree or equivalent experience in retail management.
- *Experience:* Experience in retail management, with at least five years of retail sales experience.
- *Physical Requirements:* Must be able to stand for long periods of time; must be able to lift 20lb.

Competencies:

- Strong organizational skills.
- Ability to prioritize multiple tasks.
- Excellent customer service skills.
- Ability to work well independently and meet deadlines.
- Ability to communicate effectively.
- Ability to plan and prepare for assigned tasks.
- Ability to follow directions and work cooperatively with others. Teamwork is essential.
- Exhibit fine attention to detail.
- Ability to use critical thinking and resources to solve problems.

Employee Signature:

Date:

Supervisor Signature:

Date: