

Stratford Hall
483 Great House Road
Stratford, VA 22558

JOB DESCRIPTION

Department: **Gift Shop** Position: **Gift Shop Manager**
Reports to: **Director of Business Operations** Fair Labor Standards Act: **Exempt**
Term: **Full time** Hours per week: **35+**

Position Objective:

Responsible for the efficient operation of a quality retail sales operation through supervisory and administrative work in the Gift Shop. Responsibilities are performed with considerable independence.

General Statement of Duties:

- Supervises operation of Gift Shop; meets, greets, and assists public in selecting gifts and other merchandise; supervises staff also engaged in service to the public, selling, and assisting buyers.
- Serves as buyer, meeting with vendors and product representatives to select marketable goods and gifts appropriate to the mission, programs and events of Stratford.
- Maintains product quality levels in conformity with institution image and audience served.
- Manages the online gift shop and coordinates with Marketing for promotional opportunities.
- Serves as a liaison to the board of directors' retail committee and coordinates with board representatives to enhance board sales.
- Conducts cashiering and receipting the sale of merchandise by cash and charge transactions and performs such duties as required; maintains sales records through the Point-of-Sale (POS) software and sets profit margins to price items for sale.
- Codes inventory invoices and submit to Accounts Payable for payment.
- Maintains an appropriate inventory level in conjunction with the QuickBooks POS software report and budget.
- Organizes monthly inventory of merchandise and stock, extends and prices inventory for use in preparation of monthly operating statements and year-end audit.
- Responsible for all UPS packaging including sorting of packages received.
- Processes all internal orders for items purchased by other Stratford departments and forward to accounting to receive credit for sales.
- Recruits, interviews, and selects sales personnel; provides an organized on the job staff training program.
- Supervises and coordinates the work of assigned staff; plans staff work schedules according to projected business levels.
- Performs related work as required.

Qualifications:

Education and Experience:

- High school diploma or equivalent, preferred. Courses in merchandising and business administration; considerable experience in supervisory work and in sales and buying for retail; or any equivalent combination of training and experience.

Knowledge, Skills, and Abilities:

- Extensive knowledge of merchandising techniques, store display, and selling methods
- Considerable knowledge of retail management, promotion, and marketing methods
- Working knowledge of merchandise buying procedures and product market values
- Knowledge of administrative procedures, personnel management, and supervisory techniques
- Superior ability to work independently and supervise the work of others
- Considerable ability to communicate effectively

Physical Requirements:

- Must be physically able to lift heavy boxes, climb stairs, unpack merchandise, and stand for long periods of time.

Version Dated: November 12, 2021
