Hancock Shaker Village

Job Description

Store Manager

The Store Manager is responsible for the day to day operations of Shaker Mercantile

Full time, 5-days a week on site including one weekend day. Some evenings may be required.

Reports to: Director of Finance & Administration

Supervises: Store and ticket desk staff

Responsibilities:

* Create a friendly welcoming environment for visitors in our store. Train staff to encourage visitors to become members, attend programming and events, sign up for our mailing list, return with friends for another visit, etc.
* Maintain high standards of customer service and interaction. Assure both areas operate in a smooth and efficient manner. Oversee general operations of store including hiring, training, scheduling and supervising store clerks and ticket desk employees.
* Training shall include use of Altru and Sirusware POS systems and customer service skills. Also training store staff on knowledge of events, selling memberships, store products and Shaker history.
* Buying and inventory management of products for retail operations including determining the proper levels of merchandise on hand and placing orders for merchandise in a timely manner to maintain adequate inventory and performing year-end inventory.
* Formulate and achieve annual revenue goals, monitor and control expenses and provide periodic reports as needed.
* Growing store website, keeping on-line inventory up to date, taking photos and posting images and descriptions of products, fulfilling on-line orders (packaging and shipping) and keeping current with web trends.
* Oversee pricing, receiving items into inventory, approving invoices for payment and investigating and resolving any invoice or inventory discrepancies.
* Develop annual schedule of store sales for members and special events such as book signings, tastings etc.
* Work with Communications department on e-blast communications and social media posts.
* Work with vendors to develop new products, attending one or two gift merchandise shows each year to increase vendor contacts and add new artisanal products. Work with regional makers to create more products from the Village. (Lockwood soap used lavender from our gardens and volunteer blacksmiths made hooks and more are good examples of current and past offerings).
* Maintain and curate high quality products for resale from vendors and consignment vendors.
* Perform other duties as required.