

FRIENDS OF SUTTER'S FORT



Friends of Sutter's Fort is a nonprofit 501 (C) (3) organization that believes in the power of experiencing history at Sutter's Fort State Historic Park. Every day we collaborate with California State Parks to preserve and protect historic structures and artifacts, and to engage visitors of all generations.

Retail Manager, 24 hours per week

Reports To: Executive Director

Job Overview

The Retail Manager will work in partnership with the organization leadership to manage retail operations for Friends of Sutter's Fort including physical Museum Store, online store and event sales with attention to maximizing profitability. The Retail Manager will be responsible for purchasing store products, daily accounting, merchandising, stocking and maintaining inventory.

The Retail Manager will work collaboratively with the Friends of Sutter's Fort leadership team, State Park Staff, volunteers, and community partners to providing visitors with quality and unique products appropriate for Sutter's Fort State Historic Park, with attention to maximizing profitability. The Retail Manager will ensure that visitors experience a high level of service.

Responsibilities and Duties

- Manage inventory, including purchasing and receiving in Museum Store, event sales and online sales
- Oversee all aspects of the Museum Store's inventory control and point of sales system
- Supervise staff and/or volunteers at Museum Store: onboard and train staff, schedule shifts to ensure appropriate coverage
- Work with Executive Director to develop and maintain an annual retail budget
- Identify opportunities to increase earned revenue
- Identify opportunities to increase visibility in the community
- Create marketing and promotional materials; write articles for enews and social media
- Prepare monthly Cost of Goods Sold and Damaged Goods reports
- Build relationships with vendors and keep appropriate vendor records
- Oversee product merchandising and store displays
- Develop appropriate new products as needed
- Oversee accounting back up and daily deposits
- Handle all customer service problems quickly and effectively
- Oversee and/or assist with sales at events
- Promote in store memberships and donations
- Attend meetings and trainings as requested
- Ensure store and storage areas are safe and well-maintained
- Support organization in other tasks, as needed

Qualifications

- High school diploma or GED
- Minimum of two years managing a museum, park or historic site store or comparable retail center
- Extensive knowledge of retail procedures and operations
- Experience in managing staff including hiring, training, performance management, and coaching
- Knowledge of computer operation and POS software (experience with Quick Books Point of Sale preferred)
- Strong math skills
- Excellent and responsive customer service and communication skills
- Excellent interpersonal skills, strong self-motivation
- Strong organizational skills
- Ability to lift 25 pounds and stand for long periods.
- Must be willing to work weekends, holidays, and evenings

Work Environment

The majority of working hours will be spent in the Museum Store located within Sutter's Fort State Historic Park. Employees should be prepared for cold or hot weather conditions. Times will also be spent in the stockroom. Shifts may vary, but will typically be during park hours. Hours will vary, depending on the needs of the store. Light to moderate physical activity such as walking, standing, and lifting boxes is required.

To Apply Send a cover letter and resume to linsey@suttersfort.org . This position is open until filled.