

CONSERVANCY

FOR CUYAHOGA VALLEY NATIONAL PARK

1403 West Hines Hill Rd., Peninsula, Ohio 44264 | 330-657-2909 | www.conservancyforcvnp.org

Position Announcement

July 15, 2019

Store Manager – Boston Mill Visitor Center

Conservancy for Cuyahoga Valley National Park is a non-profit organization created to engage public support for Cuyahoga Valley National Park and provide services to enhance public use and enjoyment of the park. The Conservancy's mission is to enrich lives and our communities by inspiring use, appreciation and support of Cuyahoga Valley National Park and ensure its preservation.

Position Description, Essential Duties (other duties as assigned):

The Store Manager will be responsible for the growth of a dynamic business unit for the Conservancy that will show profitability and is aligned with the mission of the organization. The Store Manager will run the day-to-day operations of the Conservancy's park store at Boston Mill Visitor Center and responsibilities will include stocking, merchandising, and maintaining inventory on the sales floor, as well as direct supervision of staff, and coordination with National Park Service staff and volunteers. The Store Manager will coordinate with other retail managers for purchasing and accounting and will work closely with the Sales and Guest Services Director to identify products that enhance the visitor experience and interpret the unique resources of Cuyahoga Valley National Park.

Essential duties include:

- Order and stock all existing products as necessary to ensure availability of items in Boston Mill Visitor Center store.
- Coordinate with Sales and Guest Services Director to seek new opportunities for the Conservancy to offer products that are educational, innovative, and relevant to today's customers.
- Meet sales goals in accordance with annual budget plan.
- Responsible for product merchandising and creating attractive in-store displays.
- Responsible for daily count-out, accounting back up, and daily deposits compliant with Conservancy money-handling policies.
- Troubleshoot store register issues with POS (Point of Sale) support team and/or IT service according to troubleshooting procedures.
- Create and maintain appropriate vendor files to ensure they are organized and up to date.
- Work with part-time employees to ensure proper knowledge of POS system and products.
- Schedule part-time employees to ensure store is properly staffed during business hours.
- Ensure sales floor and storage spaces are safe, clean, organized, and attractive.
- Provide excellent customer service and park visitor information, as needed.
- Maintain and nurture a positive relationship with National Park Service staff and volunteers.
- Employee must be able to satisfactorily perform the essential duties/functions as outlined in the position's job description.
- Supervisory Responsibilities: Directly supervises employees in the Conservancy's Sales and Guest Services department. Carries out supervisory responsibilities in accordance with Conservancy policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Minimum Qualifications:

- One to two years related experience and/or training, or equivalent combination of education and experience required. Bachelor's degree from a four-year college or university preferred.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports, and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

- Ability to work with mathematical concepts such as probability and statistical inference.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy machine, and telephone.
- Employee must have reliable transportation, a valid driver's license, and proof of auto insurance.
- Experience using RetailPro Point of Sale is preferred.
- Attention to detail as it relates to money management and record keeping are required.
- Ability to get along and work effectively with others.
- Work on weekends and holidays will be required. Regular, predictable attendance is required.
- Physical demands include sitting occasionally; using a keyboard frequently; and standing, walking, reaching, hearing, and talking very often. Must frequently lift or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually quiet to noisy.
- All employees of the Conservancy are required to pass a background check prior to the start of employment.

Status/Pay/Benefits: Full-Time, non-exempt, \$16.00 - \$18.00 hourly, commensurate with experience. Excellent benefits package including medical and dental coverage, a fully vested 403(b) retirement plan, and generous leave time.

To Apply: Send cover letter and resume to apply@forcvnp.org, with the subject line reading Store Manager. This is an immediate opening and posting closes when position is filled.

The Conservancy provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, military obligations, or veteran status.