

ANIMAL RESCUE LEAGUE SHELTER AND WILDLIFE CENTER
Job Description

Position Title: Manager of Retail Sales
Department: Marketing
Reports to: Director of Marketing
FSLA Status: Non-exempt
Date Prepared: December 8, 2016

Principal Accountabilities

1. Uphold the mission of the Animal Rescue League throughout all responsibilities of the position
2. Understand and support the Open Door Philosophy of the Animal Rescue League
3. Actively engage in and work as a team with ARL employees and volunteers
4. Supervise retail staff members and volunteers as well as oversee inventory
5. Develop a rewards program for agency employees
6. Drive profitable operation of store which includes both the physical and online site.
7. Use Shopify and process online orders
8. Utilize financial and store reports to identify operational opportunities including sales, customer service, turnover and team engagement
9. Open/close store on assigned days
10. Engage in key relationships with vendors and assist with merchandising functions, including orders and overall store appearance
11. Identify and coordinate product education opportunities for staff
12. Control store's shrink rate and safety performance
13. Work with other departments to identify retail items
14. Other duties as assigned by the Director of Marketing

Qualifications

1. Strong leadership skills with minimum of three years management or supervisory role, preferably in retail environment or sales
2. Ability to attract, develop and supervise high-performing team focused on sales and service
3. Demonstrate exceptional customer service, engagement and approachability to build relationships and maximize repeat visits
4. Experience managing inventory, sales and retail business systems (POS and inventory tracking software)
5. Ability to communicate effectively in all situations with great interpersonal and active listening skills
6. Ability to motivate and develop team members and volunteers focused on sales and service
7. Manage time effectively and delegate appropriately
8. Ability to work a flexible schedule to include mornings, afternoons, evenings and weekends.
9. Must be physically capable of carrying up to 40lbs at a time
10. Must be able to maintain a stationary position for 60% of the time
11. Must have reliable transportation