

## **Mount Rushmore Society**

**Position Title: Retail Manager**

**Reports to: Director of Retail**

**Exempt/Non-Exempt Status: Exempt**

### **Job Overview**

We are seeking a full-time, year-round Retail Manager with proven supervisory experience in managing retail operations. The Retail Manager will work in partnership with the Director of Retail to manage retail operations for the Mount Rushmore Society Bookstores, located at Mount Rushmore National Memorial, Keystone, SD. The Retail Manager will be responsible for purchasing store products, daily accounting, merchandising, stocking and maintaining inventory, with attention to maximizing profitability.

The Retail Manager will work collaboratively with the Mount Rushmore Society leadership team, National Park Service staff, volunteers and community partners to provide visitors with quality products and will ensure that visitors experience a high level of service.

### **Responsibilities and Duties**

- Results driven; able to achieve sales and profitability goals
- Manage inventory, including purchasing and receiving
- Oversee the inventory control and point of sales system
- Supervise staff and/or volunteers: onboard and train staff, schedule shifts to ensure appropriate coverage
- Work with Director of Retail and other management team members to develop and maintain an annual retail budget
- Identify opportunities to increase earned revenue
- Prepare monthly sales and cost of 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 other team members in other tasks, as needed

## **Qualifications**

- Minimum of three years in retail management supervising a team
- High school diploma
- Extensive knowledge of retail procedures and operations
- Experience in hiring, training and performance management
- Knowledge of computer operation and POS software
- Strong math skills
- Excellent and responsive customer service and communication skills
- Excellent interpersonal skills and is self-motivated
- Strong organizational skills
- Thrives in multi-tasking, high-energy environment with shifting priorities
- Ability to lift 25 pounds and stand for long periods
- Must be willing to work weekends, holidays and evenings
- Must have valid driver's license

## **Work Environment**

The majority of working hours will be spent between store locations at Mount Rushmore National Memorial and an on-site office in the historic "Residence 2" building. Light to moderate physical activity such as walking, standing and lifting boxes is required. The tempo at Mount Rushmore goes from the dead silence of winter . . . to the spring awakening of vacationers . . . to the chaotic hum of summer . . . and a gradual slowing into fall.

This is a full-time (40 hours/week) position. The Mount Rushmore Society offers competitive compensation and is commensurate with experience. Benefits include health insurance for employee, retirement savings, paid vacation, sick leave and most holidays.

## **To Apply**

Send a cover letter and resume to [Careers@mtrushmore.org](mailto:Careers@mtrushmore.org) .

This position is open until filled.