

The Golden Isles Convention and Visitors Bureau is seeking qualified candidates for the following position. If interested and qualified, please submit a cover letter and resume to goldenislesjobs@gmail.com. You will be contacted if your candidacy is of interest to the Company.

Title: **Retail & Welcome Center Manager**

Reports to: **Director of Operations**

Status: **Full-time, Salaried, Exempt.** Workdays and hours to be determined; the schedule will include occasional weekends and holidays.

Key Qualifications:

- 4-year college degree (BS or BA).
- 2 years retail management experience, including familiarity with opening, closing, inventory, and cash management procedures. Preferred experience in retail operations related to wearables and promotional items.
- 2 years leadership and supervisory experience.
- Knowledge of the Golden Isles area.
- Excellent communication (written and verbal) and customer service skills.
- Knowledge and experience related to computer software (Microsoft Office, Excel, Outlook, and POS).
- Working knowledge of sales, staff training, merchandising, purchasing, and marketing, as well as strong people management skills.

Salary: Commensurate with experience. May also be eligible for performance-based bonuses.

Benefits: Full-time employee benefits, including medical and dental insurance, life insurance, paid time off, matching 401(k) plan, etc.

Reviews: Initial 30-60-90 days reviews during an introductory period. Formal review after three months, as needed, then annually thereafter.

Job Summary

Responsible for overseeing the overall operations of retail store and St. Simons Welcome Center based on goals and objectives set by the Company in conjunction with the Director of Operations. The Manager is responsible for ensuring the retail store functions smoothly while optimizing profits by directing facets of the retail purchasing and inventory management and also functions as the supervisor for the St. Simons Welcome Center staff. This leader sets the example as in a positive, professional and productive manner, while training and motivating the staff to perform assigned duties with highest level of customer service. Implements creative merchandising ideas, sets priorities, and ensures the image standards of the retail store and the Welcome Center are sustained. Maintains good working relationships with Welcome Center staff, management team, other departments, guests, vendors, CVB partners, and other members of the community. Additional duties include but are not limited to tracking visitor counts and retail sales data, preparing recurring reports, ensuring proper inventories, developing contacts within the community, establishing good vendor relations, and monitoring compliance with the Company programs and policies.



Duties and Responsibilities

Leadership

- Supervises employees, providing coaching and mentorship to optimize productivity and increase guest relations and sales.
- Engages in the promotion and generation of sales and marketing project results for the Live Oak Retail Store, SSI Welcome Center, and overall company marketing efforts.
- Collaborates in the planning and the implementation of annual goals and priorities of the Company with the Director of Operations.
- Attends department meetings, All Staff meetings, and other designated Company training programs

Retail Management

- Updates the retail store procedures and guidelines and conducts related staff training.
- Manages store operations and delegates responsibilities to ensure completion of daily tasks required.
- Manages appropriate levels of stock and purchases while staying on budget.
- Plans and executes approved specials and promos with assistance from the marketing department.
- Works with local artists/artisans to maintain consignment program and inventory management.
- Protects against loss by monitoring risks, training new staff, and maintaining safety and security.

Finance and Reporting

- Assists in setting and monitoring the store's budget and making proactive efforts to maximize efficiency and profits while complying with CVB brand, image, and store uniqueness.
- Analyzes and predicts sales and sales trends to make informed decisions and present to Director and CEO.
- Completes and reviews weekly and daily paperwork for accuracy and timely completion and compiles assigned reports in easy-to-follow excel spreadsheets and graph formats.
- Tracks and monitors retail-related activities to include monthly and weekly sales results, inventory, trends, consignment reports, etc.

Welcome Center/Guest Services

- Services the walk-in visitors as scheduled or as an activity requires.
- Works with Welcome Center Team Leads to train, evaluate, and schedule the welcome center staff.
- Addresses customer complaints with timely feedback in a pleasant and professional manner.
- Maintains current knowledge of markets/trends, including seasonality demands.
- Oversees the brochure fulfillment and tracking of partner referrals with the Team Leads and staff.

Miscellaneous

- Performs other duties as assigned.
- Maintains confidentiality of sensitive organization, employee, customer, visitor, or location information.
- Conducts oneself positively and professionally and acts as a role model for fellow staff members.
- Able to multi-task and prioritize.
- Participates in special events (e.g., RSM) and attends training and educational programs and conferences, as requested
- Follows the policies, procedures, and processes as outlined in the Employee Handbook and as established by senior management.

Physical Demands:

- Ability to lift 30 pounds safely and adequately to waist height and carry as required.
- Ability to walk and/or stand for extended periods of time.