



## **POSITION DESCRIPTION**

### **Assistant Retail Manager**

#### **INFORMATION**

Department:	Retail
Reports to:	Retail Manager
Location of Work:	Juneau, Alaska
Salary Grade:	DOE
Employment Category:	Full-time
Classification:	Exempt
Date:	March 23, 2017

#### **SUMMARY/OBJECTIVE**

This position is responsible for assisting the Retail Manager in ensuring effective operation of the Sealaska Heritage Store. Duties include measuring business trends; maximizing sales/profitability; leading and supervising seasonal staff; and overseeing and controlling expenses, shortages, and all aspects of merchandising and inventory control.

#### **ESSENTIAL FUNCTIONS**

1. Maintains team leadership and professional standards.
2. Sets and maintains customer service standards.
3. Attracts customers by originating display ideas; following display suggestions; and producing merchandise displays in windows, showcases, and on the sales floor.
4. Encourages sales by promoting merchandise and products to customers.
5. Helps customers by providing information, answering questions, obtaining merchandise requested, completing payment transactions, and preparing merchandise for delivery.
6. Prepares sales and customer relations reports by analyzing and categorizing sales information, as well as identifying and investigating customer complaints and service suggestions.
7. Maintains a safe and clean store environment.
8. Maintains inventory by checking merchandise to determine inventory levels in anticipation of customer demand.
9. Maintains quality service by establishing and enforcing organizational standards.
10. Maintains professional and technical knowledge by participating in employer-sponsored trainings and events.
11. Contributes to team efforts by meeting sales goals.

12. Plans and assigns daily goals, tasks, and assignments to seasonal staff; monitors and follows up through completion.
13. Assists in monitoring sales performance and adjusting strategies.
14. Other duties as assigned.

## **COMPETENCIES**

- Excellent computer and technology skills
- Ability to utilize and adapt to new systems
- Strong interpersonal, organizational, and decision-making skills
- Ability to interact with customers and promote sales of merchandise
- Excellent leadership skills
- Ability to walk and/or stand for 8 hours per shift
- Knowledge of Northwest Coast cultures
- Ability to handle multiple projects simultaneously

## **SUPERVISORY RESPONSIBILITY**

This position will have no direct reports; however, the position will act as a lead to seasonal staff. The position will serve as acting Retail Manager in their absence.

## **WORK ENVIRONMENT**

This positions duties are performed at the Walter Soboleff Building. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

## **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to verbally communicate. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, and climbing all day. The employee must frequently lift and/or move objects up to 20 pounds and occasionally lift and/or move objects up to 50 pounds.

## **POSITION TYPE AND EXPECTED HOURS OF WORK**

This is a full-time benefited position. working 37.5 hours a week. The minimum workweek during winter hours is 37.5 hours. During tour season, these hours are expanded each week in accordance to tourism activities.

## **TRAVEL**



None to minimal.

### **REQUIRED EDUCATION AND EXPERIENCE**

- Associate degree; equivalent work experience may be substituted on a year for year basis
- Two to four years of progressive retail experience
- Experience as a lead or equivalent of multiple staff

### **PREFERRED EDUCATION AND EXPERIENCE**

- Bachelor's degree in Business Administration, Marketing, or a similar field
- Knowledge of Alaska Native cultures

### **OTHER DUTIES**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

