



## POSITION DESCRIPTION

**Title:** Retail Sales and Operations Manager  
**Supervised by:** Director of Finance and Operations  
**Schedule:** 8:30 to 5pm Monday through Friday, weekends and evenings as needed

### **Organization Overview:**

Founded in 1984, the Library of Virginia Foundation supports the Library of Virginia and its mission by raising private financial support, managing its endowment, and overseeing programming that brings Virginia's history and culture to life. The Foundation is a 501 c3 nonprofit governed by a Board of Trustees whose sole beneficiary is the Library of Virginia. The Foundation is not a grant making organization.

### **Position summary:**

The Library of Virginia Foundation is seeking a dynamic retail professional to manage two locations of The Virginia Shop both in the Library of Virginia facility and in the Virginia State Capitol Complex. The Virginia Shop is the official store for visiting tourists and patrons and focuses on unique products that reflect the Commonwealth's amazing History, authors and items that are made in, and represent, Virginia.

The Retail Sales and Operations Manager will develop strategies to drive sales, improve consumer experience, increase profitability, and help create marketing programs that will increase sales and grow the existing customer base both in the shop and through the online platform. The position will also be responsible for monitoring and purchasing inventory that helps define The Virginia Shop as a unique and desired shopping experience.

The Retail Sales and Operations Manager will manage shop employees, including hiring, coaching, performance evaluation, scheduling and assigning duties and responsibilities. They will ensure the staff also represents the Library of Virginia and Foundation's high levels of customer experience. They will provide excellent leadership by example to provide an excellent consumer experience and defining strategies that meet and/or exceed sales goals. They will also oversee and maintain the Shop's online store.

Works with the Director of Finance and Operations and the Executive Director to generate budget, identify sales goals/targets, and report financial progress. Demonstrates functional understanding of sales, product knowledge, events, operations, and retail market needed for success. This position will also work closely with the Library's Marketing and Social Media teams to promote retail operations through advertising and social media.

**Experience and Education:**

A bachelor's degree from an accredited college or university is preferred, but not required. Candidate must have at least two years' experience managing retail industry operation. Knowledge of Square online platform and register, base social media management and experience in a museum or cultural site gift shop preferred. Hiring is contingent on a successful background check.

Salary range: \$35k - \$45k, commensurate with experience.

The Library of Virginia Foundation offers competitive benefits including a 401k Retirement Match, 75% employer covered individual and family health coverage, life insurance, and paid PTO.

The Library of Virginia Foundation is an equal opportunity employer and is committed to hiring a diverse and inclusive workforce that is reflective of the Commonwealth of Virginia. All qualified applicants are afforded equal opportunities without regard to race, sex, color, national origin, religion, sexual orientation, gender identity, age, veteran status, political affiliation, genetics, or disability (except where physical requirements are a bona fide occupational qualification). Minorities, individuals with disabilities, veterans, and people with National Service experience are encouraged to apply.

To apply: please send cover letter and resume to [lvafemployment@gmail.com](mailto:lvafemployment@gmail.com). No phone calls please. Priority will be given to applications received by December 8, 2023.