



POSITION DESCRIPTION

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

Organization Overview:

The Library of Virginia Foundation was founded in 1984 to advocate for and provide public and private support of the Library of Virginia and its mission. A significant bequest from Annabelle Cox McAllister provided the funds to establish the Foundation, which is a private 501(c)(3) organization that receives grants, bequests, and donations from individuals, corporations, foundations and other organizations in support of the Library. The Library of Virginia Foundation is dedicated to promoting cultural and historical literacy throughout the commonwealth. The Foundation reaches out to both adults and children in bringing to life Virginia's culture and history through enjoyable and interactive reading, writing, and arts programs exhibitions and publications.

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 purchase inventory that helps define The Virginia Shop as a unique and desired shopping experience.

They will manage the shop employees, including hiring, coaching, performance evaluation, scheduling and assigning duties and responsibilities. The Retail Sales and Operations Manager will ensure the staff also represents the Library of Virginia and Foundation's high levels of customer experience. Leads team by example in driving sales, providing 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 Assistant Director of Finance and Administration and 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.

Experience and Education:

A bachelor's degree from an accredited college/university or comparable work experience is desired. Candidate must have at least two years' experience managing retail or other service 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: \$35-45k, commensurate with experience.

To apply: please send cover letter, resume and three professional references to katharine.laboy@lva.virginia.gov. No phone calls please.