



## **SUMMARY**

This position is accountable for the oversight of all Clock Tower Shop inventory activities, resulting in a smooth and accurate process. This is a full-time year-round position eligible for all employee benefits (medical, dental, vision, life/LTD, 401k, flex plan, vacation, sick leave and holidays). The typical schedule is Sunday through Thursdays, as well as some evenings during special events and some Saturdays on a rotating basis. Flexibility is critical. Also – please note there is no public transportation available to this location, so reliable transportation is essential.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Responsible for receiving
  - Supervise Shipping Receiving Assistant
    - Data entry/calculate retail markup
    - Correct receiving in to Counterpoint point of sale system
    - Checking in merchandise
  - Reconcile invoices on credit card statement/prepare for payment
  - Handle damages and short ships and credits issued / process in a timely manner
  - Make sure merchandise is put in correct inventory/warehouse
  - Transfer merchandise as needed / adjust inventory for damages
- Volunteer responsibilities
  - Oversee the pricing groups
  - Train volunteers on register procedures for the gift shop and special events
  - Assign volunteer positions for special events
  - Work with herb and vinegar group to make sure they have the needed supplies
- Administrative
  - Answer phone and emails in timely manner
  - Run sales reports for Head of Retail Operations, member services to track memberships sold, and other departments as needed.
  - Work with vendors for payment term set up and resale information
  - Collect and sort mail for invoices and catalogs
  - Verify vendor statements for open orders received then research for payment if needed
  - Box up end of year files and prepare file drawers for new year
  - General filing of paid invoices and vendor information
- Gift Shop and Register responsibilities (These duties performed in the absence of the Clock Tower Supervisor's absence)
  - Open and close registers and verify cash for registers and petty cash as needed
  - Record sales for the day
  - Trouble shoot register issues
  - Drop deposits and prepare for next day's business
  - Open/shut down and gift shop as needed
  - Handle voids and returns
  - Make sure there are enough volunteers scheduled

- Restock merchandise as needed
- Assist guests with purchases and help them to vehicle as needed.
- Help with research as needed for projects
- Responsible for opening and closing registers for holiday event and assigning volunteers to a position
- Keep check-out line moving and problem solve for volunteers
- Assist visitors with many different needs
- Make sure the merchandise that is not wanted gets back to proper area in the house
- Retail Event coordination
  - Working with buying team to plan and execute special events for retail: trunk shows, vendor events, book signings, etc
  - Coordinate vendor set up, day off and tear down
  - Prepare paperwork and tickets for sale along with instructions on set up procedures and assist during event
  - Work with Associate Buyer to ensure all items are entered into POS before event
  - Run sales reports for vendors to track inventory
- Lead annual physical inventory process in coordination with Head of Retail Operations and Sales Floor Supervisor.
  - Ensure monthly inventory counts.
  - Prepare physical supplies needed for annual count.
  - Conduct staff/volunteer trainings before actual inventory.
  - Prepare stockroom and sales floor for counting, working with Receiving Coordinator and Sales Floor Supervisor to ensure merchandise is ticketed, organized and accessible.
  - Run the POS inventory program
  - Create final inventory reports with Head of Retail Operations.
- Identify, develop and implement training of appropriate staff and volunteers on: cash handling, point-of-sale system, customer service and other identified matters to support the goals and success of the GS and HT.
- Serve all of our guests and clients equally regardless of their race, color, religion, national origin, age, gender, marital status, disability, veteran status, genetic information, gender identity and/or sexual orientation.
- Regular and predictable attendance.

## **SUPERVISORY RESPONSIBILITIES**

This position has supervisory responsibility for 1 non-exempt staff members.

## **MINIMUM QUALIFICATIONS**

### **Education and/or Experience**

Bachelor's degree (B. A.) in business, retail administration or related area of study from four-year college or university, OR eight years of related experience and/or training or equivalent combination of education and experience with inventory receiving and management, point-of-sale software systems, and sales preferably in a gift or garden shop environment.

### **Skills and Abilities**

- Ability to plan, design and implement programs in retail inventory environments and events,
- Ability to design and carry out processes that secure the accurate organization of inventory,
- Ability to communicate (listening and speaking) effectively with customers, volunteers or staff of the organization,

- Ability to maintain a positive, calm demeanor and professional manner with staff, visitors and volunteers at all times,
- Ability to be responsive to a large number of diverse needs while focusing on high priority tasks; ability to multi-task while maintaining a high degree of accuracy,
- Ability to build robust, effective, cooperative, and respected partnerships with all staff and volunteers and possess effective influence skills,
- Ability to develop and implement effective training of staff and volunteers on pricing, shipping and receiving,
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals,
- Ability to think and act strategically, and promptly respond to tactical questions, concerns, and problems either via email, phone or in person,
- Ability to successfully provide effective, respectful, team focused leadership and supervision to department staff,
- Ability to provide solid analytical skills working with quantitative data, organize information effectively and provide useful data,
- Ability to tirelessly follow-through to successful completion all projects and communications,
- Ability to demonstrate consistent and predictable punctuality, attendance and dependability.

#### **PHYSICAL DEMANDS**

Reasonable accommodations may be made to enable otherwise qualified individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to:

- Use hands to finger, handle, and feel; reach with hands and arms; talk and hear,
- Specific vision abilities include close vision, color vision and ability to focus vision,
- Read documents such as safety rules, operation and maintenance instructions and procedural manuals,
- Perform repetitive motions up to 40% of time using a keyboard & mouse,
- Regularly lift/carry up to 50 pounds,
- Stand, walk, reach, lift, carry, crouch, push, and bend, and occasionally climb a step ladder,
- Move about to different buildings located on the grounds and access inventory in the basement.

#### **TO APPLY:**

1. Email resume and cover letter as an attachment using MSWord format or PDF – please do not include resume in the body of the email – to: [careers@filoli.org](mailto:careers@filoli.org)
2. The email subject line must say: **Assistant Manager**
3. Please no phone calls

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