

Retail Store Manager



ABOUT US: Ventures is a Seattle-based nonprofit that empowers aspiring entrepreneurs with limited resources and unlimited potential to improve their lives through small business ownership. We provide access to business training, capital, coaching and hands-on learning opportunities for entrepreneurs. We serve those in our community for whom traditional business development services are out of reach, with a focus on women, people of color, immigrants, and individuals with low income. Our ultimate goal is to support individuals to increase their income potential, achieve long-term financial stability, and provide for their families, and enrich their communities through small business ownership.

WHAT IT'S LIKE TO WORK FOR VENTURES: Ventures strives to provide impactful programs, while maintaining a healthy work-life balance and positive, team-oriented atmosphere. Our core values are Diversity, Integrity, Community, Empowerment, Innovation, and Client Success. Our team typically consists of 10-20 employees, plus a corps of contractors and volunteers, as well as an engaged Board of Directors.

POSITION OVERVIEW: The purpose of this position is to oversee all day-to-day retail operations of the Ventures Marketplace, our Retail incubator, including staff management, leading sales and customer relations, streamlining operating procedures, creating store policies and systems, and maintaining store equipment, including the Point of Sale. The Retail Store Manager will lead, motivate, and inspire a retail staff team, and work collaboratively with program staff to fulfill on Ventures mission.

RESPONSIBILITIES:

Other duties may be assigned as needed.

- Lead all recruiting, training, supervising and staff development activities for retail store staff.
- Ensures that the store is properly staffed and stays within the established payroll budget, creates monthly staff schedule, and reviews and submits semi-monthly payroll, and facilitates monthly staff meetings.



- Understands daily, weekly, and monthly sales goals for the store and communicates sales goals with all retail staff both verbally and in other creative ways and serves as a sales champion for retail staff.
- Demonstrates excellent customer service and sales technique to staff and volunteers; acts as a role model and leads by example.
- Responsible for all store financial data including daily sales reporting, deposits, and vendor sales data processing monthly.
- Establishes, maintains, and improves store policies and procedures as needed; ensures that all current policies and procedures are documented and that staff are trained in all policies and procedures.
- Works with Product Incubation Manager to support retail vendors through product incubation programming.
- Responsible for Inventory Management procedures and protocol, including facilitating annual inventory process in February.
- Works closely with vendors on reorders, sales reporting, and referring to Ventures resources when appropriate.

QUALIFICATIONS:

Required:

- Two to three years of progressively responsible retail management experience required
- Demonstrated commitment to customer service and ability to cultivate a warm and welcoming atmosphere for customers
- Demonstrated success and experience in leading and supervising employees
- Dependable, responsible, and embodies a winning attitude of being positive, warm, friendly and enthusiastic
- Strong communication skills and ability to juggle multiple projects and deadlines
- Ability to navigate a retail point of sale system and proficiency with Microsoft Office Applications, including Excel
- An appreciation for artisan goods and be eager to learn about our clients and their products

Compensation Package

- **Starting Rate: \$18-20 per hour**
We maintain a competitive compensation package; within budget constraints, you will be eligible for performance-based raises on an annual basis.
- Medical, Dental, Vision Insurance
- Flexible Spending Account
- 403b Retirement Account
- Subsidized ORCA pass
- Annual professional development allowance
- 4 paid holidays per year
- 17 paid vacation days per year
- 12 paid sick days per year

Logistics

- **Schedule: 40 hours per week; 9-6pm Tuesday-Saturday; Majority of time to be spent at Retail Store in Pike Place Market with occasional time at Ventures Main Office.**
- **Location: Pike Place Market, Suite #521, Seattle, WA**
- **Desired Start Date: As Soon as Available**



Strongly Preferred:

- Current or previous small business ownership or experience in microenterprise development, small business development, asset building, financial empowerment, or related industry
- Experience working with diverse, vulnerable communities and possesses the ability to interact professionally and compassionately with people of diverse backgrounds, cultures, income levels, etc.

PHYSICAL DEMANDS / WORKING CONDITIONS

The employee must be able to operate a computer and other office equipment, speak and listen on the telephone, and accurately see and interpret columns of numbers.

TO APPLY: Please submit a resume and cover letter to: Jen Hughes, Director of Programs, jhughes@venturesnonprofit.org. Position open until filled. No phone calls please. Please note - An employment offer will be contingent upon completion of a background check.

This position description generally describes the principle functions of the position and the level of knowledge and skills typically required. It does not constitute an employment agreement between the employer and the employee, and it is subject to change as the needs of the employer and the requirements of the job change.

Ventures is an Equal Opportunity Employer. Applications are considered without regard to race, age, sex, color, creed, religion, disability, national origin, marital status, mental or physical handicap, sexual orientation (heterosexuality, homosexuality, bisexuality and gender expression of identity) or any other classification protected by law

