GARFIELD PARK
CONSERVATORY
ALLIANCE

GPCA POSITION DESCRIPTION

Title: Retail and Visitor Services Manager
Department: Administration
Reports to: President & CEO
Start Date: TBD, 2020

Background:
The Garfield Park Conservatory Alliance (the Alliance) was formed in 1995 and incorporated in 1998 as a private, non-profit organization committed to the restoration and revitalization of the Garfield Park Conservatory. While the Conservatory is owned and operated by the Chicago Park District, the Alliance is responsible for developing and funding quality education programs and events, promoting community engagement and enhancing visitor services. In its 20+ years, the Alliance has facilitated exponential growth at the Conservatory, offering 450 public programs annually and welcoming over 260,000 visitors in 2019 - including 20,000 school children.

Summary:
The Retail and Visitor Services Manager is responsible for ensuring a welcoming and positive experience for all guests visiting the Conservatory, gardens, and attending events or programs. This individual manages all aspects of the Gift Store and beverage/grab ’n go food kiosk. The position reports to the President & CEO of the Garfield Park Conservatory Alliance and works in cooperation with Chicago Park District Staff and Security.

The Manager is responsible for driving all sales, profit and service for the Gift Store including stock and sales planning, product assortment, staffing, accounting, merchandising, theft control, customer service and inventory management. The Manager will also develop a strong on-line Gift Store. Approximately 70% of time is dedicated to retail priorities.

Additional responsibilities include: supervision of front desk greeters (including volunteers), providing effective communications with visitors regarding conservatory policies and promoting membership sales, contributions, newsletter sign ups and attendance record keeping. Approximately 30% of time is dedicated to visitor services priorities.

Principal Job Duties and Responsibilities:

• Responsible for all gift shop operations including; stock and sales plan, buying, product sourcing, particularly GPC branded goods, visual presentation, overall store appearance, POS system and staff scheduling
• Recruit, hire, train, schedule and supervise all Visitor Services and Gift Store staff
• Ensure superior customer service by developing a visitor-friendly, welcoming atmosphere
• Empower team members to anticipate and meet needs of all visitors, continually seeking out best practices and new ideas to improve service, sales and stock content for visitors
• Conduct and report monthly and annual store inventories and P&L reports
• Motivate team to contribute to Conservatory’s mission through donation and membership sales
• Work closely with the Accounting Coordinator and CPD Security to develop, implement, evaluate and follow cash management controls, systems and security procedures
• Work with communications department to grow on-line presence and performance of Gift Store; increase merchandise available on-line.
• Increase sales for food service lines of business including grab n go refreshments and beverage service
• Oversee administrative and managerial functions; handle administrative duties as needed

Education Requirements:
Completion of a Bachelor’s degree or equivalent experience required.

Required Skills:
• Three to five years of experience in a cultural institution or non-for-profit customer service environment, serving a diverse population, with deep interest in end-user
• Three to five years retail management experience including merchandise selection and replenishment and all P and L controls
• Proven team management and training experience within a customer service/sales setting
• Excellent communication skills, both verbal and written
• Excellent organizational skills, attention to detail, ability to meet deadlines and handle multiple-tasks in a fast-paced environment
• Extraordinary problem solving abilities and ability to make swift, sound, decisions
• Strong interpersonal skills and ability to work well with others
• Ability to take initiative, resourcefulness and results driven
• Outstanding computer skills; intermediate/advanced Microsoft Excel and Word, Point of Sale software system
• Ideal candidate must be enthusiastic and energetic (a natural leader)
• Professional experience with a membership-based audience a plus

Compensation & Benefits:
This is an exempt position. Salary is negotiable based on experience. Benefits include medical, dental and vision insurance, and company-paid short-term and long-term disability. We provide employees paid time off and paid holidays.

To apply, submit cover letter and resume to Nancy Brandes at nancybrandes@hotmail.com with subject line “Retail & Visitor Services Manager (Your Name)” by November 30, 2020.

Garfield Park Conservatory Alliance (GPCA) is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind.
GPCA is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at GPCA are based on the organizational needs, job requirements and individual qualifications, without regard to race, color, religion or belief, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. GPCA will not tolerate discrimination or harassment based on any of these characteristics. GPCA encourages applicants of all ages.