

GIFT SHOP MANAGER

SUMMARY

Directly responsible for overall management and operation of the Gift Shop

MANAGEMENT RESPONSIBILITIES

- Prepare short- and long-term annual goals and objectives, reviews them with Gift Shop Committee, and direct operations toward their successful accomplishment.
- Develop and implement policies and procedures.
- Attends and participates in hospital gift shop management workshops and conferences for the hospital gift shop industry.
- Remains informed of hospital initiatives and policies.

SUPERVISORY RESPONSIBILITIES

Volunteer Staff

- Coordinates volunteer activities with Director of Volunteer Services and Gift Shop Committee.
- Interviews prospective volunteers prior to placement in gift shop.
- Ensures volunteer well-being and job satisfaction.
- Maintains and trains volunteer staff.

Paid Staff

- Maintains, interviews, hires, trains, evaluates, supervises and schedules paid staff.
- Assigns staff functions, designate duties and assignments.
- Conducts paid staff performance evaluations.

FINANCIAL RESPONSIBILITIES

- Maintains efficient and accurate methods and systems for gift shop financial operations.
- Prepares monthly and annual financial reports.
- Prepares and submits an annual budget.
- Maintains accurate and current vendor files, merchandise received records, and invoice payments.
- Supervises the counting and reporting of cash revenues.

OPERATIONS

- Controls and monitors operational budget: supplies, fixturing and equipment.
- Directs and implements shoplifting deterrents and shop signage.
- Determines major capital expenditures and proposals to Board, Supervisor and/or Gift Shop Committee.

MERCHANDISE AND BUYING

- Directs, buys and coordinates the quality and types of merchandise that best meets the needs of staff, patients and visitors.
- Maintains accurate pricing.
- Takes markdowns when necessary. Takes extra markups when possible.
- Reorder merchandise when needed.
- Advises volunteer and/or paid buyers at monthly Buyer's Meetings.
- Sets buying policies and procedures.
- Maintains adequate inventory levels necessary to increase sales.
- Leads and directs year-end physical inventory.
- Facilitates buyers to attend major market at least once per year.
- Plans, schedules, organizes and presents special events and promotions.
- Markets shop through hospital media.
- Maintains inventory figures for each department
- Produces accurate and comprehensive financial reports; sales history, profits, inventory at cost and retail values, quantities on hand, quantities on order, profit margins for each item, vendor and category.
- Provides monthly inventory figures for each category.
- Provides sales analysis for each category's performance.

GIFT SHOP DEVELOPMENT

- Plans and directs space and facility allocation.
- Directs major and minor alteration projects.
- Coordinates general maintenance of Gift Shop.
- Assists volunteers in planning merchandise displays and shop appearance.

FINANCIAL REQUIREMENTS

- Coordinate gift shop operations with hospital purchasing and accounting departments (if applicable)
- Reconcile, check and verify monthly hospital Accounting Statement (if applicable)
- Maintain and coordinate accounting and bookkeeping operations for the gift shop including:
 - Maintain computerized recordkeeping systems.
 - Maintain purchase records.
 - Maintain inventory records (cost and retail).
 - Check and prepare invoices for payment.
 - Prepare payroll (if applicable).
 - Calculate and submit monthly sales tax.
 - Prepare all financial reports.
- Maintain gift shop office operations and systems including:
 - Prepare daily money bags.
 - Balance cash and daily sales.
 - Prepare and make daily deposits.

- Assist volunteer and paid cashiers in cash register and balancing out procedures.
- Maintain all office materials and supplies.
- Answer telephone when possible.
- Maintain gift shop filing system.
- Assist volunteers when manager or assistant manager is absent.

EXPERIENCE & EDUCATION

College degree, experience in retail operation and shop management, computer knowledge, and proven success in working with people, preferably with volunteers. Is highly proficient with the POS system to provide cashier training.

SCHEDULE

Full-time position, Monday - Friday. 40 hours per week. May need to provide staffing back-up in emergency or absence of staff or volunteers.

REPORTS TO

Director of Volunteer Services or other hospital administrator