



1130E Corolla Village Road P.O. Box 361 Corolla, NC 27927
www.corollawildhorses.org 252-453-8002

POSITION DESCRIPTION RETAIL COORDINATOR

Position – Full time, salaried, exempt, or Part-time, hourly, non-exempt

The primary role of the Retail Coordinator is to provide oversight of the Fund's retail organizational processes, deliver all necessary retail support, and be responsible for a variety of tasks contributing to the day-to-day retail operations of the Fund. Weekend and some evening work may be required at times.

When working the floor, the Retail Coordinator will greet visitors, providing them with information about the mission, activities, and programs of the Corolla Wild Horse Fund as well as help with their selections and purchases. Acting as a representative of the Fund, he/she will help educate visitors about the Banker horses of Corolla and answer visitors' questions regarding the herd and the work of the Fund. The Retail Coordinator will also maintain stock levels on the sales floor, receive incoming merchandise, and ensure that all is clean and presentable. Working cooperatively and collaboratively with all staff, especially the Museum Greeters and Retail Associates, this position reports directly to the Chief Operating Officer.

Responsibilities:

- Manage inventory stock of retail products; create purchase orders, communicate with vendors and CWHF Finance.
- Receive and process incoming stock of merchandise for museum gift shop.
- Manage online gift shop product offerings.
- Fulfill online store orders.
- Monitor parity and integrity of online gift shop products and their corresponding listings in the retail point of sale system.
- Coordinate retail inventory for scheduled farm events, transport said inventory to farm for scheduled events, and operate remote store at scheduled farm events.
- Assist visitors in Museum gift shop during high and shoulder seasons when necessary; be the primary retail person during the off season.
- Actively engage visitors in conversation in order to educate them about the Corolla wild horses and the Fund's mission to protect and conserve them.
- Operate the point-of-sale system to process patron transactions.
- Ensure system register has sufficient currency daily by communicating status with Finance Manager or Chief Operating Officer.
- Accurately follow daily system closing procedures.
- Maintain cleanliness of floors, displays, and merchandise.

- Regularly restock merchandise shelves.
- Notify the Chief Operating Officer if restocking or reordering is required before stock depletes. When authorized, order and/or re-order product for gift shop.
- Coordinate attractive and seasonally appropriate sales floor displays.
- Organize sales events for the shop with approval of management.
- Work with consultants and/or other staff to implement retail system upgrades when required.

Qualifications:

- Commitment to the protection and preservation of the Banker wild horses.
- High School diploma with 1 to 3 years retail experience.
- Post-secondary education in business, computers, or office management is an asset.
- Proficiency in Word, Excel, PowerPoint, and Outlook is an asset.
- Experience with automated retail systems is an asset.
- Understands ethical behavior and business practices and ensures that own behavior is consistent with these standards and aligned with the values of the organization.
- Self-motivated, takes initiative, has ability to learn quickly.
- Professional appearance and demeanor.
- Ability to establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.
- Excellent interpersonal and phone skills.
- Strong verbal and writing skills.
- Ability to anticipate, to understand, and to respond to the needs of visitors in order to meet or exceed their expectations within the organizational parameters.
- Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- High comfort level working in a diverse environment.
- Ability to manage difficult interpersonal situations effectively with tact and patience.
- Ability to perform the essential job functions physically.