Employment Opportunity Announcement

**Job Title:** Assistant Manager of Retail Operations  
**Department:** Retail Operations  
**Reports To:** Director of Retail  
**Status:** Full Time, Exempt (40 hours per week, weekend availability required)  
**To apply:** Go to southernnevadaconservancy.org/employment/ or email cover letter and resume to lporter@snconservancy.org

**About the Organization**

Southern Nevada Conservancy is a non-profit organization working to connect people with their public lands. Since 1988, Southern Nevada Conservancy has worked extensively at Red Rock Canyon National Conservation Area and later, Spring Mountains National Recreation Area (Mt Charleston), Desert National Wildlife Refuge Complex and California Trail Interpretive Center. As a non-profit partner to various agencies that manage public lands, we are able to provide enhanced educational and recreational opportunities as well as improve visitor services at these and other beautiful destinations.

Much of the Conservancy’s revenue is generated by operating retail gift shops at the locations we serve. Profits are then reinvested into interpretive programming, displays and other means to educate the community about their public lands.

**Job Summary**

The Southern Nevada Conservancy is looking for an Assistant Manager of Retail Operations who, along with the retail team, is responsible for the effective and profitable operations of the Conservancy’s interpretive retail sales. The Assistant Manager of Retail Operations will support all Conservancy retail operations which currently include: Red Rock Canyon NCA, Spring Mountain Visitor Gateway, Desert National Wildlife Refuge, Pahranagat National Wildlife Refuge, California Trail Interpretive Center, the Conservancy’s administration office and e-commerce site.

Our ideal candidate will have retail management skills with a sharp business mindset. You should also be skilled at organizing and solving problems. Interpersonal and mediation skills will also be very useful, since you’ll often be acting as a liaison between managers, employees and customers.

**Essential Duties and Responsibilities**

**Management of Operations & Finances**

- Assists the Director in organizing, planning and implementing strategy at the various locations and assumes those roles in their absence.
• Coordinates daily customer service operations including sales, purchasing and receiving, opening and closing procedures, inventory control, shipping, e-commerce, banking, reporting and merchandizing.

• Assist with the Conservancy’s e-commerce site and phone sales including merchandising and order fulfillment.

• Monitors and maintains store inventory, manages retail operating costs, budgets and resources. Assists with annual inventory and periodic cycle counts.

• Conducts regular audits to ensure the store is functional and presentable.

• Coordinate events at the retail locations offering book signings, local artists and vendors.

• Weekly travel to retail sites to provide management and reporting.

Buying Duties

• Research emerging products and use information to update the store’s merchandise

• Engage in active merchandising at each location as needed.

• Attend regional trade and art shows independently or with retail team.

Staff Management

• Supervises, evaluates and motivates staff to perform their best

• Coach and support new and existing Sales Associates

• Make sure all employees adhere to company’s policies and guidelines

• Follows “active listening” standards in customer and employee conflict resolution

Requirements, Qualifications and Education

• Proven experience as a Retail Assistant Manager or similar position. Minimum of three (3) years experience in retail at the supervisory level, customer service experience along with buying and merchandising experience.

• BSc/BA in Business Administration or relevant field; MSc/MA is a plus

• Must have a driver’s license and pass a Federal Background check

• Familiarity with financial and customer services principles

• Math skills with the ability to create and analyze reports, spreadsheets and sales statistics. Must have an understanding of retail theory and finance.

• Must have strong computer skills including Microsoft Office, Point of Sales (POS) systems and ecommerce. (Retail Pro, Keystroke, Magento and Photoshop).

• Excellent verbal communication, and the ability to convey information clearly and effectively

• Leadership and organizational abilities

• Must be able to lift up to 30 pounds, stand for long periods of time, bend and climb steps, stools and/or ladders to retrieve store product and assist with merchandising

• Reasonable accommodations will be available to enable individuals with disabilities to perform essential functions.

Salary & Benefits

• $40,000-$47,000 depending on experience

• Employer paid health benefits including dental & vision
• Short term disability & life insurance
• 401k retirement plan
• Holiday and Personal Time Off