

Anticipated start date:	October 19, 2021	Terms of employment:	Full-time permanent
Salary Range:	\$50,000-\$60,000	Number of positions:	1
Application deadline:	Wednesday October 6, 2021		

About The Exploration Place:

As the largest museum and science centre outside of the lower mainland, The Exploration Place has taken a leadership role in the region and has offered quality programs and services for over two decades. The Exploration Place is a charitable organization with a mission to provide learning opportunities that foster an understanding of significant past and current issues shaping our community by linking experiences within the Regional District of Fraser-Fort George to the world in a unique, participatory Museum of regional history, science, and technology. You will be joining a team of enthusiastic and passionate individuals whose goal is to work together for the success of all departments and have fun doing it! This position is ideal for a detail-oriented, energetic, creative person who has a passion for supporting the meaningful programs and services we offer and wants to be a part of a team that makes a positive impact in our community.

Who are we looking for?

We are seeking a creative, enthusiastic, outgoing, and motivated person who has a passion for retail, customer service, history, and science. Everyone plays a role in The Exploration Place's daily operations. We are seeking someone who is comfortable working with colleagues in different departments to help meet our shared goals and the goals of Elements Retail.

We are looking for a team player who is comfortable managing staff, working under the direct supervision of the Chief Operating Officer, and in collaboration with the CEO and Leadership team. You are creative, detail-oriented, organized, complete tasks in a timely manner, are independent and yet flexible and collaborative.

What are the hours and benefits?

This is a permanent, full-time position that will start as a Monday to Friday work week that will be adjusted to reflect our hours of operation once our building reopens to the public. A regular workday is 8 hours, with a 30-minute unpaid lunch break. Occasional extended hours and evenings for the store and museum events will also be required.

After a 3-month probationary period, benefits include:

- Extended health and dental benefits
- Vacation accrual of 2 weeks (80 hours) annually
- Sick leave of 10 days (80 hours) annually
- Annual Membership to The Exploration Place
- Staff discount in our gift shop
- Professional Development opportunities related to this position and the museum and science centre industry

Job Summary:

The Retail Manager is responsible for overseeing the day-to-day operation of the retail space, inventory, and retail team. Elements Retail will provide a variety of items for people of all ages that will inspire museum visitors, giving them a way to keep their experience alive or share it with others after their visit with us.

Responsible for scheduling retail floor coverage and offering assistance with floor operations as needed or in another department Manager's absences. Must present a friendly demeanour while greeting and providing customer service to guests, informing them of the retail and/or promotional items present in Elements Retail, performing technical tasks in the point-of-sale system (Lightspeed), and completing daily assigned tasks. Must embrace and model outstanding customer service to all and be willing to present solutions to whatever comes your way.

The successful applicant will be responsible for the following:

- Train and supervise the retail staff and oversee the daily operations of the store
- Create retail team schedules. Must ensure schedules are done in a timely manner, are accurate, and meet the staffing requirements for daily attendance
- Promote productivity within the workplace and provide guidance to the team in team projects, including ongoing performance feedback

- Help, drive, motivate, and encourage retail sales staff to achieve sales targets
- Maintain the physical appearance and cleanliness of the store, ensuring that the facility and all equipment remain in good repair and creating a polished aesthetic for the retail area
- Create an aesthetic for store displays that complement the programs and services our organization offers
- Ensure product is placed and replaced in the retail space in a timely manner
- Manage all aspects of e-commerce orders, including but not limited to receiving, fulfilling, shipping, and returns
- Work closely with marketing staff to develop and implement strategies to promote Elements Retail
- Work closely with the COO in implementing and evaluating loss prevention strategies and safety policies for retail staff
- Assist guests with a variety of transactions, questions, and concerns through a seamless and friendly experience
- Handle customer complaints, issues, and questions
- Increase customer loyalty by establishing relationships with potential and actual repeat customers, and manage and resolve all customer service issues
- Manage day-to-day retail transactions with our web-based POS to process and record daily figures
- Ensure accurate reporting of sales figures and other financials as required
- Manage retail inventory with our web-based POS for purchase orders, tracking inventory, receiving, pricing, and ensure inventory is system maintained for inventory management and forward planning
- Retain and grow new business and vendor relationships to ensure consistent growth with environmental impact and ethical practices in mind
- Analyze POS reports to enhance profit-making opportunities, evaluate and recommend sales enhancements
- Stay on top of market trends and community needs and recommending any ideas for sales enhancements
- Ensure promotions are accurate and in tune with the company's standards
- Represent the museum with the utmost integrity, exemplifying the values and mission of our organization
- Other duties as assigned

Knowledge, skills, and abilities we are looking for:

- Canadian Citizenship or permanent residence status
- Possess a minimum of Grade 12 Graduation Diploma, Dogwood, or equivalent
- Possess strong oral and written communication skills, fluency in both written and oral English
- Experience working with vendors
- Ability to handle stressful situations while work in a fast-paced, customer-orientated facility, in cooperation with other staff and departments
- Must be friendly and possess strong interpersonal skills to deal tactfully and effectively with guests
- Ability to work closely and communicate respectfully with The Exploration Place team at large
- Be a self-motivated team player
- Possess excellent time management and multi-tasking skills
- Be familiar and comfortable with software, including but not limited to Microsoft Office Suite programs, MS365, Internet, email, and Point of Sale Systems
- Be familiar and comfortable with communication and collaboration tools such as Zoom and SLACK
- Possess a stable internet connection and the ability to work from home if necessary
- Must show flexibility when asked to perform other tasks as needed
- Ability to work evenings, holidays, and weekends as scheduled
- Be able to lift and/or move up to 50 pounds on select occasions and stand for long periods of time

The following will be considered an asset for this position:

- Training or experience related to retail and customer service
- At least 2 years experience in retail operations
- Experience or demonstrated ability to effectively supervise and train staff
- Solid knowledge of merchandise management, inventory control, and store operations
- Hands-on experience with retail point of sales systems

All offers are subject to satisfactory completion of reference, police criminal record checks, and proof of vaccination. Only successful applicants will be contacted. Please email your resume, cover letter, and three references to:

Attn: Lisa Connor, COO
 EMAIL: Lisa@theexplorationplace.com

LOCATED AT: 333 Becott Place in Lheidli T'enneh Memorial Park
 PO Box 1779
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