

Job Title: Store Manager

Department: The Clarion University Store

Reports To: THE CSA Executive Director

Position Details: salary with full employee benefits, 40+ hours per week, variable as needed, 12 month management position.

Date Updated: 07/27/2021

The Clarion Students Association (CSA) is a non-profit tax-exempt entity organized under the laws of the Commonwealth of Pennsylvania and is recognized as an affiliated entity of Clarion University in accordance with the policies of the State System Board of Governors'. CSA provides services that enhance student and community life through the stewardship of its members' activity fee and resources in a supportive and innovative manner, advancing the extracurricular and professional opportunities offered to the students of Clarion University.

CSA is currently looking for a retail Store Manager to be responsible for the overall management of the Clarion University Store. This position is responsible for all facets of the store's operations including: establishing and enhancing strong campus relations; maintaining a high-level of customer service for the physical store and online retail environments; hiring, training, supervising student managers and workers; preparing and executing operating plans; serving as the primary contact with the online textbook vendor; and ordering/maintaining a customer focused general merchandise inventory.

Essential Functions & Responsibilities:

- Serves as the primary contact and liaison between Clarion University Faculty and Staff and the current textbook vendor, eCampus, including but not limited to all phases of the textbook adoptions process to help ensure HEOA compliance. Operates online textbook vendor kiosk and assists students with textbook purchases as needed. Supervises receipt of textbooks and distribution of textbooks to students, recording them through the vendor's kiosk.
- Responsible for recruiting, training, supervising, scheduling, and evaluating store staff. Leads that staff in providing high levels of customer service throughout all phases of the customer experience. Manages the visual presentations, of the physical store and website, to create an exciting shopping environment for customers. Leads by example by greeting and assisting customers upon entry, shopping and exiting the store in a friendly, courteous, and professional demeanor as needed.
- Prepares and implements detailed operating plans for the store taking into account rush periods, special events (admission events, athletics, Orientation, graduation) and other promotions. The plans will also address advertising through modes including, but not limited to, direct contact, social media, and the store's website.
- Responsible for maintaining, ordering, receiving, pricing, and stocking all store merchandise; including graduation events, regalia, and supplies.

- Ensures all back office functions, including the preparation of invoices, process of chargebacks and coordination of stock shipments. Executes the store’s annual physical inventory including coordinating inventory observation and validation with the external auditors through CSA Administration.
- Performs other duties as assigned

Physical Demands

- Dexterity of hands and fingers to operate a cash register
- Standing for extended periods of time
- Reaching overhead, above the shoulders and horizontally
- Bending at the waist, kneeling or crouching
- Ability to grasp, lift and move up to 60 pounds, must be able to bend and climb ladders, long-term periods of standing
- Must be able to communicate effectively with customers, vendor/supplies and employees
- Daily Attendance

Preferred Requirements:

- Minimum of an Associate’s Degree in Business Administration, Bachelor’s Degree or equivalent preferred or verifiable retail supervisory experience of at least 5 years.
- General knowledge about Clarion University campus facilities and services a plus.
- Previous Retail Merchandising and Marketing Experience of a minimum of 2 years preferred.
- Gift/Clothing/Supplies retail experience with emphasis on sales and COGS.
- Knowledge of Merchandise Management and computerized POS systems.
- Highly self-motivated, disciplined, enthusiastic, detail-oriented, and able to multi-task and work well under pressure and deadlines.
- Strong interpersonal communication skills.
- Individual must be willing to work evenings and weekends as scheduled.
- Cash handling & register experience

Department: _____

Approvals:

Supervisor/Manager

Director

Human Resources Manager