

Merchandise Coordinator and Gift Shop Lead

As Merchandise Coordinator, this position plays several key roles for the Foundation for Advanced Education in the Sciences' (FAES') Retail Program, including:

- Being primarily responsible for the day-to-day operations of the B-1 Gift Shop. As Gift Shop Lead, this position is also expected to provide oversight of the CRC Gift Shop to ensure standards are being met in terms of the store and its appearance
- Regularly monitoring inventory at all stores, suggesting reorders, and working with the Program Manager to develop new merchandise assortments
- Working with Lead Merchandizer to maintain our ecommerce platform, ensuring that it accurately reflects our current offerings
- Working with Program Manager to plan and maintain a Social Media strategy

Essential Duties and Responsibilities include the following (other duties may be assigned):

- Ensure the highest levels of customer service are provided to all store visitors. Exhibit a cheerful, can-do attitude and be helpful to all visitors to the store(s)
- Assist to achieve FAES Retail Program budgeted financial performance through effective salesmanship, ensuring loss prevention protocols are executed at all times, and using good judgment to solve problems
- Demonstrate through effective prioritization and organization the ability to complete a higher volume of work when necessary, at those times when business activity is higher than normal
- Inform Retail Manager promptly and fully of all problems or unusual matters of significance and take prompt corrective action where necessary or suggest alternative courses of action that may be taken
- Maintain a favorable working relationship with all other FAES employees to foster and promote a cooperative and harmonious working climate which will be conducive to maximum employee morale, productivity, and efficiency/effectiveness

Daily Responsibilities:

- Provide excellent customer service when on the sales floor and at the register
- Ensure store opens/closes on time and all open/close procedures are accurately completed
- Prepare incoming merchandise for sale and put out on the sales floor, using established visual merchandising standards and techniques
- Ensure all sales floor merchandise is fully stocked and displayed in an appealing, neat, and organized manner to promote an attractive shopping environment
- Periodically straighten merchandise that has been handled by customers so that the store looks fresh at all times
- Ensure daily established standards are met regarding sales floor condition being "grand-opening" ready every hour of every sales day, to ensure an appealing, attractive shopping environment for every customer, and sufficient stock on sales floor to support sales
- Ensure daily established standards are met regarding proper recording of sales, returns, and other cash register transactions to accurately track inventory
- Keep backroom areas tidy and organized
- Incoming Shipments: Complete receiving process in POS on all incoming shipments
- Assist to ensure store opens/closes on time and all open/close procedures are accurately completed at all retail locations

Weekly Responsibilities:

- Ensure all necessary steps are performed to submit invoices/credits to accounting for payment, including: accurate recording of data into POS receiving and return to vendor (RTV) documents and inventory database, digital creation and filing of invoice and supporting documents for 3-way match protocols, timely and accurate submission of invoice/credits and supporting documents to accounts payable by established deadlines
- Prepare invoices/credits to be transferred to retail spreadsheet
- Coordinate with NIH: general store maintenance and cleaning to promote an attractive store environment, including trash removal, dusting, window cleaning, lightbulb replacement, etc.

Monthly Responsibilities:

- Prepare end-of-month reports, including over/short reports, price change reports, discount reports and inter-store transfer reports

Inventory Maintenance Responsibilities:

- Responsible for ensuring sufficient inventory, through purchases, product returns, and mark-downs, to support budgeted sales while protecting investment for all sales categories
- Use open-to-buy procedures to determine appropriate purchase budget for replenishment of merchandise and coordinate with Program Manager to place reorders (for approved vendors and assortments only)
- Work with Program Manager to research new lines and develop merchandise assortments
- Assist to ensure accurate physical inventory count and year-end reporting

Position Qualifications:

- Required: Knowledge of retail store systems and procedures and standard office practices and procedures
- Required: Must work well within a team to maximize sales by operating a well merchandised retail store
- Required: Must be familiar with operating cash register, processing credit card transactions, and maintaining records and files
- Preferred: AA degree or equivalent coursework
- Preferred: 1-3 years bookstore, retail, and/or customer service experience

Typical Work Schedule: Monday through Friday, 8:00 AM to 4:30 PM. *(Must be available to work between hours of 7:00 AM and 6:00 PM when necessary to support the store)*

PHYSICAL ACTIVITY REQUIREMENTS:

Must possess mobility to work in a retail setting and to use standard office equipment, including a computer, stamina to maintain attention to detail despite interruptions, strength to lift and carry boxes of books weighing up to 50 pounds.

FAES is an Equal Opportunity Employer.

FAES provides equal employment opportunity for all applicants and employees. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, religion, gender, gender identity, marital status, age, disability, veteran status, sexual orientation,

national origin, or any other category protected by applicable federal and state law, or local ordinance. FAES also makes reasonable accommodations for disabled applicants and employees.

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