

Title: Retail Manager of Significant Elements, Historic Ithaca, Inc.

Location: 212 Center Street Ithaca, NY 14850 | In-Person

Terms: Full-time | \$20 - \$25/hour based on experience, benefits to be discussed during interview

Travel: 0-20% local/county travel only

Education: Proven experience in retail management, preferably in a mission driven setting

Position Description:

The Significant Elements (SE) Retail Manager at Historic Ithaca (HI) will play a pivotal role in the store's daily operations in collaboration with the retail assistant, Warehousing and Materials Manager and the Work Preserve (WP) Program Manager. The Retail Manager will report directly to the Executive Director. The ideal candidate will have a proven track record in operations management, sales and customer service, community engagement, and financial management aligning with Historic Ithaca's mission of promoting and preserving the built environment and heritage conservation. The ideal person will be able to effectively represent HI and its programs in-person and virtually, working professionally and sensitively with diverse audiences.

Responsibilities:

The Retail Manager will be responsible for overseeing daily operations of Significant Elements. Additional responsibilities include but are not limited to:

- **Store Operations Management:**
 - Responsible for meeting sales revenue goals; tracking and reporting on sales
 - Manage and monitor SE's budgets as part of overall HI operational budget, provide updates and forecasts as requested
 - Responsible with Product and Materials Manager for product procurement through salvaging, donor drop offs and pick-ups, purchases, auctions and word-of-mouth
 - Responsible for 2023-2028 Strategic Plan timeline and deliverables
 - Manage accounts with vendors and service providers, wholesale, consignments
 - Responsible for facility and vehicle management in conjunction with HI Executive Director and Product and Materials Manager
 - Use POS management and inventory control (hardware and software), reconcile inventory once a month
 - Maintain records, files according to programmatic and funding requirements

- **Sales and Customer Service:**
 - Lead the team to achieve revenue targets and customer satisfaction goals
 - Provide exceptional customer service, offering expertise on architectural salvage, house parts, and fixtures and their historical significance
 - Ability to develop and implement online sales strategies in collaboration with the marketing and communications staff member to expand the reach of Significant Elements beyond the physical store

- **Community Engagement:**
 - Develop and maintain positive relationships with customers, local businesses, and community organizations

- Assist Marketing and Development to promote Significant Elements and drive foot traffic to the store and grow the online presence
 - Support Historic Ithaca and Significant Elements on programs, activities, events, tours and workshops
 - Use database to record activities and relationships, suggest names of volunteers and supporters to the Development Committee of the board
 - Work overtime, when needed and on evenings and weekends
- **Staff Training and Management**
 - Train and mentor retail staff to enhance their product knowledge, customer service skills, and sales techniques
 - Foster a positive and collaborative team culture, promoting the values of Historic Ithaca Inc.
 - With HI staff, perform duties that relate to the effective functioning of Work Preserve, and Historic Ithaca
 - Responsible for scheduling and management of SE staff, volunteers, interns, fee-for-service work
 - Coordinates with Property and Materials Manager (formerly Traditional Skills Trainer) for material and donation procurement
 - Coordinates with Work Preserve Manager for WP job training projects and activities including the training of WP participants in retail sales
 - Recruits and hires SE staff and interns; recruits volunteers
 - Implement Historic Ithaca personnel policy and procedures, including time tracking, safety and compliance, accident reporting and Workers Comp reporting procedures
 - Implement compliance with local, state and federal labor laws
 - Conducts annual and periodic performance reviews of SE staff plus coaching
- **Mission Driven Development:**
 - Serve as staff liaison to the SE Committee of the Board
 - Prepare reports for Executive Director, Board, SE Committee meetings
 - Update and implement a daily operations manual based on Significant Elements' current business plan
- **Financial Management:**
 - Prepare and manage the store budget, including monitoring expenses and revenue
 - Implement cost-effective strategies to maximize profitability and support the organization's mission
 - Maintain Payment Card Industry (PCI) and Data Security Standard (DSS) compliance

Requirements:

- Proven experience in retail management, preferably in a non-profit setting
- Relevant experience in historic architecture and salvage materials
- Excellent communication and interpersonal abilities
- Proven track record in retail environment

- Experience using power and hand tools safely and appropriately
- Experience in managing and mentoring a team
- Proficient in Google Suite
- Ability to multitask and adapt to a dynamic retail environment

Preferred Qualifications:

- Education or experience in preservation of the built environment or related fields
- A valid driver's license and a clean driving record
- Self-directed and highly organized
- Existing connections within the local community, business networks, or relevant organizations
- First Aid training
- Furniture repair or restoration experience
- E-Commerce experience such as familiarity with platforms such as Shopify, Etsy, or other online marketplaces

Historic Ithaca provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type based on race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.