



POSITION ANNOUNCEMENT

JOB TITLE:	RETAIL MANAGER
TYPE OF VACANCY:	MIDDLE MANAGEMENT
REPORTS TO:	ASSOCIATE VICE PRESIDENT, BUSINESS ENTERPRISE
DIVISION:	BUSINESS/FINANCE OFFICE
SUMMARY: The Retail Manager is responsible for driving sales, inventory and financial management and ensuring stores' profits and productivity goals are met.	
DUTIES AND RESPONSIBILITIES: The position of Retail Manager is required to perform a variety of tasks including but not limited to the following: <ul style="list-style-type: none">• Provide outstanding customer service to a diverse customer base including faculty, students, staff, local educational institutions, food wholesalers and the wider community.• Demonstrate financial and business acumen;• Oversee the activities of all departments within the retail establishments;• Manage the visual presentations to create an exciting shopping environment for customers;• Assess the needs of the institution pertaining to the development of the on-line and second hand bookstore service;• Develop innovative ideas to make the retail entities a featured choice not only for the University community but the wider community as well;• Monitor cash flow, inventory and security controls;• Achieve all store financial, revenue and expense targets;• Monitor daily and weekly sales and analyzing reports to ensure the monthly sales budget is achieved;• Model and manage effective supervision to drive sales while maintaining exceptional customer service and store standards;• Consistently monitor and adjust sales forecasts to ensure labor is utilized to optimize sales generation;• Lead efforts to reduce in-store shrink activity through Loss Prevention education, awareness and compliance;• Ensure the safety of the University's funds, assets, personnel, customers and property and adherence of policies governing the acceptance of credit cards and checks;• Make appropriate suggestions and recommendations on how to improve the operations of the retail stores;• Provide an atmosphere with open and honest communication that respects the ideas and opinions of others;• Create a learning environment that provides growth and development of associates;• Assess staff development and customer service needs and ways these can be met;	



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- Managing multiple priorities with competing deadlines;
- Manage a complement of approximately 20 persons;
- Participate in the recruiting and training of all staff in the departments.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent interpersonal skills and the ability to interact effectively with faculty, staff, students and donors in a wide range of roles;
- Be actively involved with campus activities, leadership groups and organizations;
- Be open-minded, creative and solution-orientated;
- Be cooperative, committed to common goals and respectful of team and associates;
- Have a solid understanding of the elements that drive retail profitability;
- Be experience with leading operational and loss prevention strategies;
- Strong written and verbal communication skills;
- Ability to build teams and partnerships;
- Proven track record with people management and development;
- Accountability for actions and follow through on commitment;
- Be result-orientated, with the ability to multi-task, delegate and derive results;
- Be knowledgeable about profit and loss in order to drive sales and control expenses;
- Retail knowledge of store operations and concepts, retail computer systems, Counterpoint System and merchandising standards.

QUALIFICATIONS:

- Bachelor's degree in Business or similar experience required; and at least five (5) years managerial experience in a similar position.

TERMS	CONTRACTUAL APPOINTMENT
DATE PUBLISHED:	July , 2019
APPLICATION END DATE:	July , 2019
DATE TO BE REMOVED:	July , 2019

Requested Information: Interested applicants should submit the following, electronically to the Human Resources Department via the email address below:

- A cover letter of interest highlighting work experience and accomplishments relevant to the position;
- Completed Employment Application Form (www.ub.edu.bs/wp-content/uploads/2017/01/Application-for-Employment-Staff.pdf)
- Current Curriculum Vitae or Resume;
- Copies of Qualifications and Certificates;
- Copy of the relevant pages of a valid passport showing passport number, photo identification and expiration date;
- Copy of N.I.B. Card;
- At least three (3) written, professional references.



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Email Address:

hrapply@ub.edu.bs

Attn: Vice President, Human Resources

Subject: RETAIL MANAGER

Kindly label/name each attached document appropriately.

The above statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the Retail Manager.