
Title of Position *	Retail Store Manager
Institution *	Bullock Museum/State Preservation Board
Position Location: City & State *	Austin, TX
Position Closing Date	<u>Friday, July 28, 2017</u>

About the Institution

The State Preservation Board (SPB) was established for the purpose of preserving, maintaining, and restoring the State Capitol and the 1857 General Land Office, which houses the Capitol Visitors Center. Since that time, the Agency operations have expanded to include: maintenance of the Governor's Mansion, operating the Bullock Texas State History Museum and the Texas State Cemetery. We provide educational programs centered on Texas history, government and culture. These services benefit the citizens of Texas and its visitors.

The SPB's Retail Department has three Gift Shops and a warehouse fulfillment center that provide revenue to support the Agency's mission. The Retail Department provides a friendly, welcoming environment, and products that enhance our visitors' experience, while providing revenue to support the agency's ongoing preservation and educational projects.

Institution Website Address	http://www.tspb.texas.gov
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Summary of Responsibilities

The Retail Store Manager reports directly to the Director of Retail and under general supervision, is responsible for enabling the Retail Department to meet its business goals and objectives, and manage the daily operations of the Capitol Extension Gift Shop. Store Managers perform moderately complex: technical, customer assistance and administrative program support. They work collaboratively to implement best practices to sell merchandise quickly and profitably. The Manager of the Extension Store often works with high-profile customers. Utilizing excellent verbal and written communication skills and maintaining a professional, respectful, and service-oriented focus while recognizing situations that require special, exemplary customer service. Performs all other duties as assigned. *Work hours are based on the Agency's 360 day-per-year schedule and may include weekends, evenings and holidays on short notice. Must be able to pass a thorough criminal background check in order to be considered.

- Actively fosters good customer service; routinely modeling and performing appropriate sales, marketing and customer service techniques including: register sales, packaging of purchases, interacting with customers, verifying the accuracy of financial transactions, end-of-day procedures, retail recordkeeping, receiving, inspecting and recording shipments and supplies, and stocking.
- Partners with Retail Marketing Manager to plan and organize special promotions and events.
- Partners with Retail Operations Manager to maintain, manage and account for all aspects of store inventory.
- Ensures timely and accurate processing of paperwork.
- Effectively supervises a staff of full time and part-time sales associates: recruiting, selecting; orienting, mentoring, training and developing to maximize sales and maintain operational efficiency. Conducts performance management, regularly evaluating the sales productivity and efficiency of Sales Associates; ensuring that Retail Division and Agency policies and procedures are followed.
- Promptly informs the Director of Retail of operational and personnel irregularities and if necessary promptly conducts disciplinary action as approved by the Director of Retail.
- Effectively manages staff scheduling to ensure sales floor coverage during business peaks and appropriate distribution of duties and assignments.
- Administers and manages data entry for inventory items in the POS system including: adjustments, receiving/shipping transfers, creating POs and other administrative duties.
- Participates in team efforts within the Retail Division to achieve division and agency goals. Leads and models the

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routine sharing of knowledge, expertise, skills, and time.

- Actively works with other divisions to identify mutual solutions that further the goals and mission of the agency.
- Displays sound judgment and effective interpersonal skills in communications with internal and external customers, building occupants, agency staff and visitors to the Capitol Complex.
- Demonstrates sustained knowledge of the agency's mission, programs, exhibits and customers.
- Demonstrates and maintains knowledge and continuing compliance with applicable safety rules, regulations, and standards. Actively monitors the security of sales floor and back areas to minimize risks and to ensure visitor and staff safety. Immediately reports any potential safety concerns. Assists in evacuating staff and visitors in the event of an emergency.
- Performs duties in a manner that promotes public confidence in the State Preservation Board and its employees, and in accordance with high ethical standards.
- Regular attendance is an essential job duty for all State Preservation Board positions.

VETERANS: Military Occupational Specialty Codes (MOS):

Army: 36B Financial Management Technician and 92Y Unit Supply Specialist; Navy and Coast Guard: YN Yeoman;

Marines: 0111 Administrative Specialist; Air Force: 3A1X1 Administration

Veterans with other related MOS or additional duties pertaining to the minimum experience requirements may meet the minimum qualifications for this position and are highly encouraged to apply. Use your military skills to qualify for this position or other jobs. Go to www.texasworkforce.com to translate your military work experience and training into civilian job terms, qualifications and skill sets or for additional Military Crosswalk information go to

<http://www.hr.sao.state.tx.us/Compensation/JobDescriptions.aspx>.

EEO Statement:

The State Preservation Board is an equal opportunity employer and welcomes all qualified applicants without regard to national origin, race, color, religion, age, sex, sexual orientation, disability, genetic information, or Veteran status. In compliance with the Americans with Disabilities Act (ADAA), if you require reasonable accommodation in the interview and selection process, please call the agency's ADA Coordinator at (512) 475-4992.

Selection Information:

At the time of hire, selected applicants must show proof of eligibility to work in the U.S. in compliance with the Immigration Reform and Control Act. All males who are age 18 through 25 are required to register with the Selective Service and may be asked to present proof of registration or exemption from registration upon hire.

The State Preservation Board uses E-Verify to confirm the employment eligibility of all newly hired employees. To learn more about E-Verify, including your rights and responsibilities, please visit www.dhs.gov/E-Verify.

Required Qualifications

Minimum Qualifications: The successful candidate for this position will have three years of retail management experience, or five years of retail sales experience that includes: key carrier, team/shift leader, comprehensive involvement with stocking, inventory, POS management (front and back office), cash handling and store closeout procedures. Demonstrated knowledge of routine methods used in shipping, receiving, storing, and issuing stock and basic bookkeeping is required. Must be available to work outside of regular work hours with little notice, including on weekends and holidays. This position is not sedentary in nature; it requires the ability to: walk and stand for extended periods; lift up to 25 pounds to safely lift and carry merchandise.

Preferred Qualifications: The ideal candidate will possess: additional retail experience, retail experience in a cultural institution, and the ability to converse fluently in Spanish and English.

Compensation

\$3,166 – \$3,666 /monthly

Monday through Friday, 8:00 am– 5:00 pm; Weekend availability is required

Benefits:

- Medical, Dental, and other Optional Benefits; Pension; 401K
 - Free: Parking, Museum membership, IMAX movies, and engaging events
 - Working in an enjoyable setting
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Apply at this Website: <http://www.tspb.texas.gov/spb/employ/employ.html>

Apply with this email: tspb.employment@tspb.texas.gov

Special Instructions to Apply:

To Apply submit a fully completed State of Texas application to SPB:

Email: TSPB.employment@tspb.texas.gov

Fax: (512) 463-3372

Mail: 201 E. 14th Street, Suite 950, Austin, TX, 78701

For an application, and employment information: See: <http://www.tspb.texas.gov/spb/employ/employ.html> or call: (512) 463-5495. ****All resumes must be accompanied by a fully completed state application.****

To be considered, applications must be received by 5:00pm on the final day of the posting. Only candidates selected for an interview will be contacted.

For information about our Agency and Gift Shops please see: <http://www.tspb.state.tx.us/> and <http://www.tspb.texas.gov/plan/shop/shop.html>
