



POSITION: Retail Sales & Adoption Center Manager

Location: VBSPCA Pet Supplies & Adoption Center, 983 Providence Sq. Shopping Center

Reports to: Special Projects Director

Status: Full-time, Exempt

JOB SUMMARY

Under the direction of the Special Projects Director, the Retail and Adoption Center Manager is responsible for creating a welcoming environment for all visitors to the Pet Supplies & Adoption Center. This is demonstrated through consistently providing the highest level of customer service, compassion for animals, merchandise/inventory management and ensuring store appearance is in accordance with VBSPCA standards and safety protocols. Oversee the daily operations, budget, and management of the VBSPCA retail departments throughout the organization. Work collaboratively with other departments to ensure retail projections and profitability meet goals.

This job is composed of a variety of tasks, that are covered by general operating procedures but also requires extensive individual judgment to ensure successful operation of the store.

Performs in this position in accordance with the organization's expectations for animal care, teamwork, interpersonal relations and actively contributes to improving service delivery, communication, and consistency.

RESPONSIBILITIES

- Under the direction of the Special Projects Director, the Retail Sales & Adoption Manager is responsible for managing employees, which includes recruiting, selection, and training of staff to ensure quality customer service.
- Ensure all staff time cards and payroll paperwork is submitted in a timely manner.
- Review trends in merchandise activities; recommending additional needed sales promotions. Market merchandise by studying advertising sales and display plans.
- Working with the Development team, implement a comprehensive marketing plan to reach current clients and new clients.
- Make decisions regarding damaged or discontinued merchandise. This includes evaluating and coordinating products to be returned to vendors for repair, refund, or replacement and determining disposition of products that cannot be returned.
- Achieve retail objectives by preparing annual budget.
- Create monthly reports required by supervisor as it pertains to merchandise, sales, animal care, and adoptions. Ensure merchandise is properly priced, displayed, and stocked according to inventory levels appropriate for each retail center.
- Implement and monitor protocols to minimize shrinkage.
- Responsible for handling cash counting, supervision, supervision of cashiers, and cash register service to maximize customer service and minimize loss of assets. Ensure that sufficient steps are taken to ensure inventory is kept at satisfactory level to supply all retail departments Work with other managers to oversee planning of in-store and community events.
- Expected to hear and resolve all manners of complaints.

- Ensure the health and well-being of animals in the Adoption Center by providing the correct care in accordance with established VBSPCA standards, policies, and procedures.
- Work with clients to ensure that the animals are placed in homes that will meet their needs and the needs of the pet owner.
- Ensure that the store is opened and closed in accordance with policies and procedures, especially those relating to safety and security.
- Coordinate and assign routine housekeeping tasks as required to maintain the professional image, appearance, and cleanliness of the sales floor and all other areas.
- Responsible for the transport of merchandise and animals to and from the VBSPCA shelter, clinic, Happy Paws, and off-site retail events, as needed.
- Perform other duties as necessary to help meet annual goals.

KNOWLEDGE AND SKILL REQUIREMENTS

- High School Diploma or GED
- Minimum 2 years of retail management experience is required, to include merchandise/inventory management, sales, customer service, and cash handling.
- Experience working in animal welfare or with animal retail centers is preferred.
- Demonstrated proficiency in the areas of mathematics, basic accounting relationships, analysis, and problem-solving skills.
- Ability to work cooperatively with people and to communicate clearly about VBSPCA's mission, the care and treatment of animals, and the safety of the public, volunteers and other employees.
- Ability to function well independently and as a team member
- Must be able to represent the VBSPCA professionally at all times.
- Must be able to work flexible hours, including evenings, weekends, and holidays, in a fast-paced setting.
- Strong sense of initiative
- Excellent communications skills and attention to detail
- Proficient computer skills – experience with point-of-sale software and social media platforms preferred
- Valid driver's license

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

- Ability to communicate effectively in English
- Ability to add and subtract for cash management
- Ability to move merchandise and inventory
- Ability to restrain animals to lift and/or move up to 50 lbs.
- Ability to clean kennels
- Ability to be around animals
- Ability to sit, talk, hear, stand, walk; use hands and fingers, handle or operate objects, reach with hands and arms, climb and balance, stoop, kneel, crouch, and crawl.
- Must be able to move throughout the building as needed throughout the day
- May be exposed to cleaning chemicals and offensive odors

To apply, please submit cover letter, resume, and professional references to
Lacy.Kuller@vbspca.com