



SENIOR RETAIL MANAGER (ZION VC)

Position Type: Regular Full Time (exempt)

Reports to: Director of Retail

Location: Zion National Park Visitor Center

The Senior Retail Manager works in collaboration with retail and operations management to maximize retail opportunities while providing outstanding customer service and accurate information to park visitors. This position is responsible for communicating and achieving sales goals and fundraising objectives, while providing strong leadership and guidance to a diverse team of front-line staff members. This role requires maintaining a positive team atmosphere, even in a stressful and fast-paced environment. This position must have a professional appearance and demeanor with the necessary problem-solving skills and advanced computer literacy to ensure smooth operations. The ideal candidate will be flexible and adaptable, adjusting easily to unplanned situations, such as unexpected personnel changes.

WHO WE ARE

Zion National Park Forever Project (ZFP), a leader in non-profit public lands partnerships, believes that our employees are our greatest strength. As such, we are seeking a full time Senior Retail Manager that is committed to our mission as the non-profit partner of Zion National Park, Cedar Breaks and Pipe Spring National Monuments, and the US Forest Service, and providing our staff members with an exceptional brand experience. From the moment of hire, we want our employees to engage in the mission of ZFP and to understand the value of the contribution that each person makes to this important work.

The Forever Project's headquarters are in Zion National Park. The Senior Retail Manager position will be based in the Zion National Park Visitor Center.

WHAT YOU'LL DO:

The Senior Retail Manager will be responsible for the following:

TEAM LEADERSHIP & DEVELOPMENT - 60%

- Oversee training and development of all store personnel, including Sales Ambassadors and Shift Supervisors.
- Promote positive interaction between front-line staff and visitors.
- Perform front-line employee performance reviews.
- Manage progressive discipline for employees with a high level of empathy and compassion for the individual.
- Assist with fundraising or special events as needed.

- Contribute to interpretive retail themes and programs in accordance with park partner programming.

RETAIL STORE OPERATIONS - 40%

- Responsible for daily operations in the Zion Visitor Center Park Store.
- Generate weekly & daily front-line staff schedules.
- Serves as primary point of contact for front line staff and Zion VC leadership.
- Executes product display updates using knowledge of current trends and store signage to promote merchandise, organization mission, and brand strategy.
- Responsible for inventory management processes, ensuring accuracy and appropriate store inventory levels at all times.
- Responsible for accurate safe and register counts and daily accounting reports as required.
- Develop or improve upon daily processes, quality control checks and reports needed to ensure efficiency and smooth daily operational requirements.
- Educate guests about merchandise or other park-related questions as directed by NPS.
- Maintain a clean sales area, organized and stocked with appropriate merchandise and displays.
- Provide feedback to upper management on processes, general store operations, and branding opportunities or needs.
- Communicate with NPS staff as needed to ensure smooth operations.

KEYS TO SUCCESS (THE MUST-HAVES)

To be successful in this job, you will excel in these areas:

Hard skills:

- Minimum 5 years of progressive supervisory experience in a high-volume retail setting required.
- Bachelor's degree in relevant field preferred.
- Computer point-of-sale software and hardware experience required.
- Above average math skills and the ability to operate electronic devices such as computerized cash registers, computers, calculators, etc.
- Proficient in Microsoft Office, Excel and other relevant computer programs.
- Ability to stand for extended periods and repetitive motions.
- Capability of working long hours in variable temperatures.
- Ability to lift product boxes of up to 40 lbs.

Soft skills:

- Committed to continual learning and teaching, to the ZFP mission, and to advancing a culture of inclusion in the organization and in Zion.
- Excellent organization, project planning, and time management skills with attention to detail.
- Ability to be flexible in work situations and adapt to varied work assignments.
- Ability to maintain confidential organization and staff information.
- A positive solution driven attitude and excellent interpersonal communication skills required.
- Possess the ability to provide superior customer service at all times.
- High capacity for creativity, resourcefulness, and collaboration.
- Ability to work with minimal supervision and lead a team of highly enthusiastic, dedicated people focused on the vital work of our organization.

- Ability to effectively delegate tasks to Zion Visitor Center managers and staff as needed.

WHAT ELSE YOU SHOULD KNOW

Zion Forever is an equal opportunity employer. We value diversity among our staff members, and we encourage people of all backgrounds to apply to join our team.

This is a full-time, exempt, benefit-eligible position located in southern Utah. Work will be based in Zion National Park most days. This position must be flexible to work weekends and holidays. Housing is NOT available.

Salary is commensurate with experience. ZFP provides a comprehensive benefits package. Following a 90-day introductory period, you will be eligible for a broad array of benefits including vacation and holiday pay, sick leave, employer-supplemented health benefits package including medical, dental, vision, and health savings account (HSA) plan, long-term disability, and life insurance, a 401(a) retirement plan, discounts in our park stores, and an America the Beautiful National Park pass.

HOW TO APPLY

Well-qualified applicants should send a resume and compelling letter of introduction describing your suitability for the position to Elizabeth Fiala, Director of HR, Zion Forever Project, at elizabeth.fiala@zionpark.org. For questions, contact Elizabeth Fiala.