

CHILDREN'S MUSEUM OF PHOENIX GIFT SHOP STORE DIRECTOR

Employee Type: Full Time - Regular

Experience Required?: 5+ years

Education Required?: Some College Coursework Completed

Job Description: Do you have retail store management experience and are you looking to join an amazing company? Be part of our organization recognized as the national leader in operating world-class gift shops at cultural attractions!

We currently have an excellent career opportunity for a **Store Director (Full-time Hourly)**. If you're looking for an opportunity where you can partner with a results-driven, customer-focused company, bring your talents to EVENT NETWORK!

POSITION SUMMARY

This position leads a specific store partnership. The **Store Director (SD)** is responsible for building and retaining a high performing and diverse workforce of Assistant Store Directors, Sales Leads and team members while contributing to e|n talent planning. The Store Director is responsible for building, inspiring and leading e|n's vision and strategy to the store team and the partner's management team in a manner consistent with e|n's core values. The SD leads the store team to meet net income goals, sales goals, per caps and all Operating and People objectives through execution, coaching and accountability. The Store Director is responsible for overall guest service and merchandise presentation in their respective store. The SD is the main point of contact for their respective partnership and builds a web of relationships throughout the partner staff.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Leadership and Team Member Results:

Communicates clear expectations and holds Assistant Store Director, Sales Leads and self accountable to all e|n standards of performance and behavior.

Recruits talent.

Identifies, develops and leverages existing talent to meet both short and long term business objectives.

Supports future growth of e|n through effective recruitment, selection and on boarding of external talent.

Drives the development of e|n talent through succession planning to cultivate an environment of high team member engagement, learning and commitment.

Maximizes both the team and individual performance levels through effective utilization of Company's performance management process.

Motivates, retains and stabilizes a team through appropriate reward and recognition.

Recognizes and rewards behaviors that are in alignment with e|n's core values.

Resolves HR/guest service issues at location in partnership with HR.

Builds strong relationships with e|n team members to align and support execution of regional business results.

Actively pursues opportunities to promote self development.

Creates a learning environment by modeling e|n core values.

Fosters Partner and SSC team member relationships to support business initiatives and growth.

Business and Financial Results:

Achieves store location's sales, per cap and net income budget.
Achieves store location's payroll rate, inventory goal and expense targets.
Ensures initiatives are implemented within budgeted guidelines.
Consistently looks for methods to reduce expenses for maximum sales productivity.
Collaborates with VP of Store Quality to identify Loss Prevention (LP) trends and resolve issues. Passes all LP audits.
Collaborates with VP of Store Quality to optimize payroll utilization.
Effectively utilizes reports to analyze business trends and opportunities to make effective business decisions.
Develops a web of multiple influential leaders within the partnership team.

Management and Operating Results:

Prioritizes and executes short and long term business goals in partnership with VP of Store Quality.
Communicates and drives e|n's strategic direction. Utilizes planning pyramid to coordinate short and long term store goals with Assistant Store Directors and Store Team.
Accountable for training and providing a consistent guest experience through friendly, knowledgeable and efficient service utilizing e|n guest service and partner guidelines.
Responsible for maintaining visual presentation directives as communicated by SSC.
Identifies, develops and trains existing talent to present visually compelling stores consistent with e|n standards and guidelines.
Develops successful business strategies in partnership with VP of Store Quality to impact their business.
Champions all e|n initiatives and ensures sustainability.
Responds and reacts to all communication in a timely manner.
Performs all non-revenue generating tasks as required such as expense control, loss prevention training, etc.

Guest and Partner Results:

Accountable for overall guest service and ensures all team members exceed e|n Cares standards.
Influences store and company growth strategies by sharing partner and market insights with Store Operations and Purchasing Teams.
Develops and maintains a strong alliance with all partners with a goal to maintain long term relationships.
Insures a clean, organized and safe environment for guests to shop in.
Promotes regional involvement in philanthropic activities.

Physical Demands - The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Store Director is frequently required to stand; walk and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The Store Director must frequently lift and/or move up to 10 pounds.

COMPANY SUMMARY

It is a great time to join EVENT NETWORK! We are the leading premier retailer that operates gift shops for zoos, aquariums, museums, science centers, botanical gardens, and other highly regarded cultural attractions throughout North America. To see a complete list of our partnerships, please visit us at <http://www.eventnetwork.com>.

We invite you to discover for yourself why a career with EVENT NETWORK is just what you've been looking for. You'll have the opportunity to join a team that takes pride in our Company Culture. Our mission is to create and maintain an environment where you are encouraged and inspired to develop yourself professionally and personally, where you are celebrated and motivated, and where we promote wellness through healthy living to enhance your quality of life.

EMPLOYEE BENEFITS

We offer a competitive, comprehensive benefits program that includes: Medical, Dental, Vision, Flexible Spending Accounts for Medical /Dependent Care, Life/AD&D, Long-Term Disability, 401(k) Plan, Paid Vacation, Paid Holidays, and Store Discounts.

Event Network, Inc. is an Equal Opportunity Employer.