



Job Title: Nature Shop Manager
Employee Summary: Permanent, Full-time, exempt
Reports to: Finance & Operations Director

About The Nature Shop:

The Nature Shop is the public face of Seattle Audubon and for many people it is the first contact with the organization and its work. Open seven days a week – The Nature Shop is a retail store, community resource and hub for bird- and nature-related merchandise and information. The Nature Shop is staffed by one full-time and one part-time employee and powered by over 40 front desk volunteers, providing essential funding through its profits for the activities and programs of Seattle Audubon. Seattle Audubon operates with an organization-wide lens of equity, inclusion, and broad engagement. Women, people of color, LGBTQ, and other applicants from historically underrepresented groups are encouraged to apply.

Position Summary

The goals of the Nature Shop are to maximize the revenue for the General Fund in support of the programs and activities of the Seattle Audubon, nurture, and provide a positive and effective point-of-entry to Seattle Audubon for its members and the public, and support the programs and activities of Seattle Audubon.

The Nature Shop Manager will endeavor to complete this work in an environmentally sound manner, with concern and respect for others, and within the by-laws, stated goals and policies of Seattle Audubon. The Nature Shop Manager will work closely and collaboratively with the Nature Shop Assistant Manager to complete their work. The Nature Shop Manager will also meet regularly with the Finance & Operations Director to establish quarterly and annual objectives and monitor progress, and work closely and collaboratively with the Nature Shop Assistant Manager to achieve said objectives. The Finance & Operations Director, in accordance with the timeline stated in the personnel policies, will review the Nature Shop Manager's performance. The expectation is that the Nature Shop will achieve profit goals set in cooperation with Seattle Audubon leadership.

This position is based at Seattle Audubon's offices in Northeast Seattle, in a highly collaborative work environment. Evening, weekend, and off-site work will be required.

Job Description

The Nature Shop Manager is responsible for the merchandise operation, profitability, and inventory control of the Seattle Audubon Nature Shop, online store, seed depots, and related wholesale business; volunteer management; and coordinating with all Seattle Audubon programs whose activities involve The Nature Shop. The Nature Shop Manager supervises the Nature Shop Assistant Manager to achieve Nature Shop goals.

The responsibilities of the Nature Shop Manager include, but are not limited to:

Merchandise

- Selecting, pricing, displaying, and storing items as well as negotiating with suppliers to be offered for sale in accordance with the Nature Shop's Product Policy
- Placing and recording purchase orders, and maintaining receiving records, items cost and item turnover rates
- Checking supplier invoices for accuracy and approving them for payment
- Participating in the selling of merchandise
- Soliciting, shipping and invoicing wholesale orders
- Documenting transfers of merchandise to and from other Seattle Audubon activities
- Oversee maintenance of an online store and fulfillment of online sales
- Taking and costing an annual physical inventory the last Sunday in June.

Volunteers

- With the Nature Shop Assistant Manager onboard, train, support, and evaluate Nature Shop volunteers recruited by the Community Engagement Manager on merchandise, salesmanship, customer service and the mission, goals, policies and programs of Seattle Audubon
- Scheduling Nature Shop volunteers for staffing The Nature Shop as well as for offsite events
- Coordinating with the Community Engagement Manager to ensure consistency with volunteer policies and expectations
- Coordinating with the Community Engagement Manager and Nature Shop Assistant Manager to organize volunteer appreciation events.

Nature Shop Related

- Maintain the point-of-sale system regarding its operation for customer and inventory data
- Advertising and otherwise publicizing and marketing The Nature Shop and Seattle Audubon merchandise sales programs
- Working with the Member Services Associate to maintain integrity and accuracy of membership data
- Working with Nature Shop Assistant Manager to maintain email marketing program
- Maintain systems for Nature Shop volunteers for information and operations
- Oversight and development of other Nature Shop staff
- Maintain relationships with other Audubon stores Coordinating with Nature Shop Assistant Manager to organize on-site events
- Working with community partners, program managers, and vendors to determine opportunities for offsite sales at events and Seattle Audubon programs.

Organization Related

- Lending ideas to the Finance & Operations Director for physical improvements of the Nature Shop and its environs
- Assist in facilitating programs and activities in front end management of all rental items, including education kits, Field Trips, Classes, Membership, and Fundraising
- Coordinate with program managers and committees whose activities rely on or utilize The Nature Shop to service their programs

- Coordinate communications and marketing initiatives and use of tools with program managers and committees
- Assure that The Nature Shop participates fully in achievement of the Strategic Plan
- Participating in staff meetings and activities
- Coordinate with Nature Shop Staff to participate in the EDI committee & apply learning, best practices, and resources to all aspects of The Nature Shop.

Requirements

- Must be able to regularly lift 60 pounds, climb stairs, and spend considerable time standing
- Exemplary customer service
- Ability to communicate effectively with and create a welcoming space for people of all backgrounds and lived experiences
- Commitment to understanding and eradicating structural racial inequity
- Demonstrated ability to work in a highly collaborative team-based environment and communicate across all levels of an organization
- Familiarity with Windows-based computer operating systems and Microsoft Office applications
- Experience with point-of-sale software and content-management systems
- Retail experience, knowledge and appreciation of nature
- Time management skills, conflict, and stress management savvy, grace under pressure
- Positive attitude, integrity, and a sense of humor.

Seattle Audubon seeks a person who is a skilled communicator with positive energy to provide inspired and effective leadership to The Nature Shop staff and volunteers. The expected salary range for this position is between \$48,000-53,000 per year, commensurate with experience. Sick and vacation time, and full benefits (health, dental, vision, retirement) are included. **Target start date is May 1, 2020.**

Equal Employment Opportunity Employer

It is the policy of Seattle Audubon to administer advertising, selection, employment, compensation, promotion, training, layoff, recall, and benefits at all levels without regard to race, sex, gender identity, color, creed, national origin, age, political affiliation, marital status, sexual orientation, physical abilities, protected veteran status, mental or sensory disability, or any other basis prohibited by law. Seattle Audubon strictly prohibits any sexual, racial or other forms of discrimination prohibited by law.

How to apply

Qualified applicants should **submit a cover letter and a resume as one (1) combined electronic PDF file** to jobs@seattleaudubon.org by **April 1st, 2020**. Please state "Nature Shop Manager" in the subject line. Paper submissions may be mailed or dropped off at 8050 35th Ave. N.E., Seattle, WA 98115. Attention: Russ. No phone calls please.