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# Position Announcement

## Gift Shop Manager

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*The Army War College Foundation is a 501(c)(3) non-profit organization located at Carlisle Barracks in Carlisle, Pennsylvania, and its mission is to support the U.S. Army War College and its graduates in the preparation of outstanding senior leaders. As part of this mission, the Foundation operates a Gift Shop that supports the Army War College community with a number of services.*

The Foundation is looking for a creative, team-oriented leader with retail experience and solid computer skills to join the Foundation team and serve as Gift Shop Manager. The position involves meeting new people and engaging the Army War College community on a continual basis. The next 12-18 months will also involve design and relocation of the Gift Shop to a new location, in partnership with the entire Foundation team.

Office hours are generally 8:00 am-4:30 pm, Monday-Friday. There are few evening or weekend hours, except for an annual Retiree Day and two two-week "all hands on deck" periods each summer. Some local travel for pick-up and delivery of inventory is necessary (mileage reimbursement available), as is general mobility for handling of inventory. This is not a telework position.

### **Responsibilities**

- Manage Gift Shop operations to include store schedule, staff supervision and training, fixtures, signs and displays, payment and credit card processing, supplies and inventory management, new product development and branding of inventory, purchase orders, shipping and handling, and associated tasks.
- Manage parallel online store – create items in Point of Sale (POS), sync inventory to POS, manage payment options and systems, add products, process and ship orders.
- Prepare and submit Daily Activity Report, reconciling routinely with Foundation accountant.
- Balance systems monthly for sales, memberships, damaged goods, inventory adjustments, consignments, raffles, and class ring payments; create monthly sales tax report.
- Conduct physical inventory semi-annually and coordinate with auditors for random audits during end-of-FY inventory, preparing POS reports as needed for audits.
- Order, manage, and distribute mementos and create reports for Foundation and College accountants (quarterly or as the use dictates).
- Manage memberships, incentives, and renewals, serving as membership point of contact for students, grads, and faculty.
  - Enter, track, and compare daily membership entries in alumni database with POS membership sales.
  - Create membership letters/cards/gift certificates and generate lists for Foundation publications.
  - Manage system for sales assistants to process monthly membership installments.
- Assist with planning of Foundation and College events.
- Manage the annual Alumni Scholarship program.
- Assist other Foundation personnel with College program support.
- Review alumni database content for quality control on continual basis.
- Respond to emails, phone calls, and other queries regarding Gift Shop and memberships.

### **Required Skills**

- Strong Microsoft Office skills – Word, Excel, Outlook (Publisher experience desired, but not required).
- Ability to manage a POS system, including an online store, and troubleshoot issues.
- Good communication skills – customer relations, answering emails, writing procedures.

## Desired Qualifications

- Bachelor's Degree
- Experience setting up a retail sales operation – displays, fixtures, inventory.
- Experience with inventory control software, QuickBooks POS, WordPress, and a mobile sales platform.
- Experience leading a team.
- Familiarity with the military community.

## Compensation

This is a full-time salaried, exempt position with a targeted compensation package of \$45,000 – \$50,000, based on experience, with some flexibility to structure benefits within that package. Employees can enroll in an optional SIMPLE IRA plan with a matching employer contribution (up to 3%). The Foundation observes 17 paid vacation days per year and offers two personal days per quarter. Additionally, new employees have one week paid vacation during the first year of employment, with scheduled increases in following years.

Applicants should email their resume with a cover letter to [info@usawc.org](mailto:info@usawc.org). This position will remain open until filled. The successful candidate must pass a pre-employment background check.

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