



Colorado Chautauqua Association  
POSITION DESCRIPTION  
March 2021

## General Store Manager

### Association Mission and Values

The Colorado Chautauqua Association is a 501(c)3 Colorado non-profit corporation dedicated to preserving, perpetuating and improving the site and spirit of the historic Chautauqua by enhancing its community and values through cultural, educational, social and recreational experiences. The chautauqua experience is based on lifelong learning, love of nature, voluntary simplicity, and music, oration, and the arts. Historic significance, traditions, cultural relevance, respite and enrichment are among the community benefits provided by the Colorado Chautauqua.

### General Description

The General Store Manager is a full-time, benefited, exempt position having overall responsibility for general store operations, including budget management, merchandising, inventory and procurement, food safety and preparedness, and training and managing staff. This is a hands-on position based out of the General Store. This position requires working varied hours including evenings and weekends. For emergency and inclement weather reporting purposes this position is essential.

### Major Duties and Responsibilities

#### Store Operations

- Design and implement new point of sale system for general store.
- Ensure that sales transactions, customer payments and collection activities are properly performed in accordance with the CCA's operations procedures and all applicable laws.
- Opening and closing of the store ensuring security of the building.
- Communicate and model CCA initiatives, goals, and policies.
- Maintain a safe work area for customers and employees in accordance with Retail Food License.
- Ensure staff follows health and safety regulations and maintain positive ongoing relationship with Boulder County Health Department.
- Address and resolve customer complaints regarding quality control and customer service.
- Maintain standards for the store and employee appearances.

#### Personnel

- Interview and hire qualified candidates for position openings.
- Direct, prioritize, delegate, and supervise the work of all store employees.

- Coach, lead and develop all team members for the store to maximize their performance potential.
- Model and train staff on company policies, operational procedures, and customer service.
- Establish and assign employee objectives and evaluate staff's performance against those objectives.

#### Financial

- Ensure sales meet daily and monthly goals.
- Reconciliation of daily sales.
- Provide analysis of high selling items profitability.
- Prepare and analyze daily, monthly, and other company reports and communicate information necessary to various levels of management.
- Grow efficient and profitable specialty gift and café retail space.

#### Inventory/Purchasing/Merchandising

- Establish inventory process and procedures.
- Research new and current retail trends with eye toward unique, custom products
- Vet and negotiate with local vendors, including the Dining Hall, and present options to Executive Team for food and merchandise procurement.
- Organize and display merchandise to enhance sales.
- Obtain and analyze customer feedback to identify opportunities in product lines and services.
- Accept shipments of merchandise, food and supplies, verifying that the correct varieties and the number of items has been sent.

#### Marketing

- Work with CCA's marketing team to provide content for various marketing outputs as needed.
- Help develop marketing strategies for sales and growth based on seasonal opportunities and offerings and public event happenings.

#### Compliance

- Responsible for monitoring compliance with health and fire regulations as it relates to food preparation and serving, as well as building maintenance.
- Schedule meetings with inspectors, and work with Facilities to remedy any identified issues.
- Serve as liaison between CCA and Boulder County Public Health in maintaining Food Retail License
- Acquire and maintain Food Protection Manager Certification as prescribed by Boulder County Public Health

Performs other duties as required.

#### **Reporting Relationships**

- Reports to the Director of Operations
- Direct Reports: General Store Staff
- Manages outside vendors
- Works closely with Marketing, Front Desk and Hospitality Sales

#### **Desired Qualifications**

Education: Bachelor's degree in Business Administration or Business Management; Food Protection Manager Certification preferred.

#### **Required Qualifications**

Knowledge, Skills and Abilities:

- 5 plus years' in food and retail, with at least 2 years in a general management role
- Sound knowledge of food, health, and safety regulations
- Strong management and administration skills; scheduling, reconciling sales and coordinating with vendors.
- Staffing, coaching and performance management experience.
- Experience preparing and managing a budget; reporting with accuracy.
- Good time manager, organized and able to prioritize, coordinate and execute multiple tasks effectively.
- Ability to negotiate with vendors.
- Experienced, confident, and passionate customer service manager.
- Detail oriented with eye toward process improvement, quality control.
- Excellent written and oral communication skills

#### Behavioral Traits and Attitudes:

- Outstanding creative and analytical thinker, solution oriented
- Strong interpersonal skills
- A collaborator; works effectively with team members
- Tenaciously follows up on details
- Demonstrates results-orientation
- High energy team player with a positive, can-do attitude
- Comfortable with a fast-moving, dynamic environment; flexible and able to accommodate changes in organization's needs
- Comfortable and works well with ambiguity and autonomy; self-motivated and able to work independently while also consulting/coordinating appropriately

Technical Skills: Excellent computer skills including proficiency in use of Microsoft Office Suite (Outlook, Word, Excel, PowerPoint) and Chrome, Edge or Firefox browsers. Proficient in point-of-sale systems, Adobe and social media practices a plus.

Physical requirements: Duties require lifting pushing/pulling and/or carrying of objects weighing up to 30 pounds. Must be able to climb stairs, ladders as well as navigate the site which has a 200-foot elevation change.

#### **Additional Qualifications**

Every employee at the Colorado Chautauqua Association is expected to be a creative problem solver as well as possess a strong and positive attitude regarding hospitality and customer service, striving to provide a high-quality guest experience through every action taken.

***Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualification associated with the job.***