**JOB DESCRIPTION**

**Job Title:** Retail Director

**Reports To:** Chief Executive Officer

**Department:** Retail

**FLSA Status:** Exempt

**Date:** November 2021

**Summary of Position**

Responsible for all aspects of the Marine Corps Association’s and The Marine Shop’s retail operations in accordance with best business practices, industry standards and Marine Corps certifications. Leads a large team of managers, sales associates, tailors, and support staff to maximize sales and provide exceptional customer service to Marine clientele.

**Essential Duties**

* Supervise and mentor senior managers of The Marine Shop, the support center, retail operations, purchasing, and systems
* Provide oversight and guidance on point-of-sale systems to ensure maximum effectiveness, accuracy, and support of operations
* Develop and continuously update long term retail strategy designed to increase sales, maximize efficiency, and promote growth
* Conduct quarterly detailed analysis on sales, shipping, budgetary compliance, and inventory management
* Develop and maintain list of principal and alternate vendors and establish effective relationships and communications with all
* Conduct appropriate planning and oversight of regular physical and cycle counts and annual inventories
* Responsible for the security of all merchandise
* Ensure appropriate integration between brick-and-mortar store and ecommerce to maximize sales and optimize efficiency
* Responsible for all financial budgeting, accounting, and reconciliation of revenue and expenses
* Provide oversight on B2B efforts and develop growth projections for future years
* Provide appropriate oversight and guidance in the selection of non-uniform items offered for sale
* Conduct sales briefs to external audiences as required
* Ensure appropriate inventory management practices are established and maintained to ensure uniforms are procured and on-hand to support annual officer accessions
* Ensure appropriate and timely certification of uniforms in accordance with Marine Corps standards
* Responsible for safe and positive working environment for all personnel
* Ensure regular training in all aspects of retail operations is conducted as needed
* Conduct regular detailed sales analysis to help inform future inventory selections and quantities required
* Work with Strategic Communications to determine timing and selection of featured sales
* Ensure compliance with The United States Marine Corps Licensing Program
* Ensure compliance with PCI standards
* Other duties as may be assigned

**Job Requirements**

* Bachelor’s degree in business, management or related major (preferred)
* Minimum of five years retail management experience
* Minimum of three years inventory control experience
* Extensive knowledge and experience in POS, preferably Counterpoint
* Knowledge of the Marine Corps
* Excellent verbal and written communication skills.
* Experience in customer service
* Strong leadership skills

**Salary**

$100,000 – 115,000 a year

**Job Type**

Full-time

**Computer Skills**

Must have an in-depth working knowledge of Microsoft Office Suite

**Supervisory Responsibilities**

Direct supervisor of General Manager, The Marine Shop; Manager, Support Center; Retail Operations Manager; Purchasing Manager and Retail Operations Manager and oversight responsibilities for all other retail employees