

**JOB TITLE:** Store/Corporate Sales Manager - Ramble Marketplace

**SUPERVISORY DUTIES:** Supervise and manage retail staff at Ramble Marketplace (*future*)

**WORK LOCATION:** Ramble Marketplace (3075 Pearl Parkway, Boulder CO 80301).

**WORK HOURS:** Full-time, shift duty typically 5 days/week Thursday thru Monday.

**REPORTS TO:** President/CEO

**ABOUT THE RAMBLE COLLECTIVE:**

Founded in 2013, The Ramble Collective (a dba of Boulder Treasures, Inc.) is a nonprofit social enterprise that creates pathways to purpose and community for adults with intellectual and developmental disabilities (IDD). Since our founding, we have operated a job training apprentice program as a pathway to independent community employment. This program provides paid on-the-job training, work experience, and job placement services. We also provide transitional job coaching for our graduates in their future places of employment. We are actively growing. Starting in 2021, we began expanding our footprint through the Ramble Community Connections program which provides community engagement services to individuals living within an Independent Living Community located within an affordable housing project in the heart of Boulder. Our apprentice program is operated out of our two retail stores, Ramble on Pearl (an active lifestyle clothing boutique; founded in 2014) and will be expanding into Ramble Marketplace (a Boulder-themed gift shop; opening October 2021). Ramble Marketplace, which is co-located with the Independent Living Community, will be the primary responsibility of the Store/Corporate Sales Manager. Both Ramble Marketplace and Ramble on Pearl are managed by store managers with primary responsibility for directing the physical environments that host our apprentice program and supervising their retail staff when not actively satisfying the needs for customer service themselves.

**STORE/CORPORATE SALES MANAGER ROLE:**

The Store/Corporate Sales Manager must be an enthusiastic individual excited about the unique opportunity to shape and grow a startup retail business in the heart of Boulder. The Store/Corporate Sales Manager should embrace and fulfill the founders' vision for The Ramble Collective (its parent organization) and its mission of helping individuals with IDD realize their aspirations for independent employment. They will be the go-to person for our retail operations at Ramble Marketplace, working in close partnership with our Job Coaches and our Programs Director who oversees our apprentice and community engagement programs. In addition to supporting Ramble Marketplace's retail sales objectives, the Store/Corporate Sales Manager will be responsible for direct sales of gift collections to corporate and online customers. As a key staff member, we will entrust this person to set the tone at Ramble Marketplace as a positive place to learn, shop and work. The Store/Corporate Sales Manager must emanate The Ramble Collective culture and be a true ambassador of our mission. Due to the small retail footprint of Ramble Marketplace, 5-days/week planned operations and the staggered launch of our retail, corporate and online sales channels, the Store/Corporate Sales Manager will initially satisfy all in-store customer service responsibilities and be responsible to grow their retail staff as may be required to satisfy growth in the store's operations. In addition to their customary retail duties, our Store/Corporate Sales Manager will be expected to work alongside and mentor our apprentices, who are provided on-the-job training as a pathway to obtaining independent community employment.

**PRIMARY OBJECTIVES:**

Either directly or in collaboration with other staff members, the founder and the President/CEO, the Store/Corporate Sales Manager should perform their responsibilities in such a manner as to:

- Complete the launch of Ramble Marketplace as a new retail establishment;
- Establish the corporate sales channels for themed gift collections to local area businesses;
- Support the launch of an online sales channel;
- Develop and sustain the merchandise mix and supply chain in coordination with the founders;
- Attract customers to the store and help them find and purchase product that meets their desires;
- Develop loyal repeat customers that act as ambassadors of our store and mission by sharing their enthusiasm with their friends and family;
- Coordinate with the Programs Director to develop apprentice program curricula to be integrated with Ramble Marketplace operations.

**GENERAL RESPONSIBILITIES:**

Under the direction of the President/CEO, the Store/Corporate Sales Manager is expected to:

- Understand, embrace and emanate The Ramble Collective's story as an ambassador for our mission;
- Deliver exceptional customer service and fulfill the day-to-day operations of the store;
- Develop the sales channel for themed gift collections to a variety of corporate customers;
- Support the development of an online sales channel;
- Collaborate with the Programs Director and job coaches for the successful operation of our Ramble Opportunities apprentice program;
- Collaborate with the President/CEO to deliver quality and value in the operation of Ramble Marketplace while generating the financial results that enable us to deliver our mission.

**ESSENTIAL DUTIES/RESPONSIBILITIES:****Customer Service:**

- Provide exemplary customer service that results in loyal repeat customers and growing sales;
- Create a positive experience for our customers as they explore the range of products available at Ramble Marketplace while learning about our mission.

**Merchandising and Marketing:**

- Collaborate with the Marketing Manager to attract customers to the store through online marketing, advertising, signage and window displays;
- Oversee all aspects of product merchandising to create an inviting store environment that engages customers and makes it easy for them to shop with or without staff support;
- Organize product displays to facilitate apprentice success in customer service and restocking;
- Rotate product displays throughout the store to keep store looking fresh to repeat customers;
- Identify market needs by establishing rapport with existing and potential customers and other persons in our network;
- Conduct and promote regular sales promotions;
- Nurture personal networks and participate in business networking events.

**People / Leadership:**

- Provide leadership that supports our goals, values & mission;
- Develop staffing requirements to satisfy the future needs of Ramble Marketplace store operations in collaboration with the President/CEO and the Programs Director;
- Foster a healthy team environment at Ramble Marketplace as a place to learn and master skills;
- Oversee the recruitment and training of the store's retail staff as may be needed from time to time;
- Supervise Ramble Marketplace's retail staff and conduct performance reviews, including assigning performance objectives and providing consistent reinforcement through verbal and written praise and appreciation and corrective feedback as necessary;
- Communicate frequently and effectively with the store's staff, colleagues and the President/CEO;
- Plan and conduct regular and purposeful staff meetings for coordination and training as needed;
- Support the President/CEO by monitoring, developing and implementing periodic updates to store policies and procedures;
- Identify vulnerabilities, opportunities for improvement and growth, and other needs of the store, and communicate these to the President/CEO;
- Maintain professional and technical knowledge by attending educational workshops and reviewing professional publications.

**Operations:**

- Conduct/supervise daily store operations and prioritize daily/weekly tasks for self, sales associates and apprentices;
- Manage all store systems including point of sale and inventory management systems;
- Receive merchandise into inventory and arrange merchandise displays to attract customers;
- Perform inventory control procedures;
- Conduct/supervise opening and closing procedures;
- Maintain an environment that is safe, clean and inviting for customers and staff;

- Ensure the financial integrity of the POS system, inventory management and bank deposits;
- Coordinate with President/CEO on all financial and banking matters and aid in the development of budgets for store revenue and expenses;
- Create and manage shift schedules;
- Manage the availability of merchandise by monitoring inventories (on the sales floor and in back stock) and process merchandise orders;
- Establish and build relationships with our suppliers and manage inventory procurement;
- Meet or exceed monthly sales goals as established in collaboration with the President/CEO;
- Manage relationships with vendors supplying product on a consignment basis;
- Safeguard merchandise by implementing security systems and other protective measures.

**QUALIFICATIONS/EXPERIENCE:**

- A minimum of 2 years retail management experience;
- Knowledge of retail store operations and excellent customer service skills;
- Demonstrate enthusiasm for working alongside employees with developmental disabilities;
- Display strong communication, interpersonal and mentoring skills;
- Available to work weekends and evenings;
- Background checks required.