

**Loup Loup Ski Education Foundation
Retail/Rental/Repair Shop Manager
Job Description & Responsibilities**

1. **Job Title:** Retail/Rental/Repair (“RRR”) Shop Manager
2. **Summary:** Loup Loup Ski Bowl is a family friendly nonprofit mountain recreation area that provides fun opportunities for winter and summer outdoor alpine recreation. LLSEF enjoys strong support from the rural Okanogan County community as well as from visitors from throughout the world.

Loup Loup Ski Education Foundation (LLSEF) operates the Loup Loup Ski Bowl as a part of its mission to provide outdoor sports education for our community through the operation of a safe, affordable, friendly mountain destination for today and future generations.

Reporting to the Executive Director, the RRR Shop Manager will manage not only the day-to-day operations of the RRR Shop but will also work with the Executive Director and the LLSEF management staff team to develop short and long term goals in support of LLSEF mission, programs, and strategic goals. The position requires good interpersonal skills, excellent customer service, and an ability to create a comfortable, clean, and inviting retail space. The RRR Shop Manager must be a team player, and must be willing to work with other members of the LLSEF management team.

It is the mission of LLSEF to expand its operations to include four-season outdoor recreation opportunities to the Okanogan County community, the Colville Reservation community, and surrounding regions. The RRR Shop Manager will have the opportunity to participate in strategic planning and development work to facilitate LLSEF’s expansion.

More specific duties are described below:

3. Responsibilities

1. Manages the operation of RRR Shop, including purchasing of supplies, special orders, receiving and shipping, and return of overstocked or defective merchandise.
2. Supervises personnel which typically includes recommendations for hiring, firing, performance evaluation, training, work allocation, and problem resolution.
3. Working with the Executive Director, prepares annual budgets, goals and sales targets; monitors expenditures and revenue; makes periodic scheduled and ad hoc reports of store activity.
4. Develops and controls department budgets; researches and compiles administrative reports for cost estimation and budget review.
5. Oversees and coordinates department marketing activities, to include advertising and sales promotion, public relations, visual merchandising, and/or special marketing events, as appropriate.
6. Oversees maintenance of stock, displays, signs, and inventory; manages inventory.
7. Represents the organization at various community and/or business meetings, committees, and task forces; promotes existing and new programs and/or policies.
8. Develops and implements systems and processes to establish and maintain records for the operating unit.
9. Develops or assists with the development and implementation of policies and procedures consistent with those of the organization to ensure efficient and safe operation of the unit.

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10. Develops plans to meet or exceed annual goals and sales targets.
11. Works with LLSEF Management Staff team collaboratively and supports LLSEF interdepartmental programs.
12. Performs miscellaneous job-related duties as assigned.

4. Requirements

- Preferred 3 years Retail management experience
- Competency with Square, Excel, and Processing Applications (Google Docs and/or MS Word)
- Preferred experience in ski industry (but not required)

5. Personal Requirements

- Understanding of and commitment to LLSEF mission and vision statements.
- Ability to work cheerfully and effectively in a fast-paced team, sometimes chaotic environment.
- Multitask with ease.
- Superlative customer service skills.
- Excellent communication skills with fellow employees, ED, LLSEF Board, public
- Ability to move ideas, events and projects from conception to completion.

6. Preferences

- Familiarity with radio communications protocol.
- Ability to create graphics, posters, flyers, etc.
- Familiarity with cash register Square POS

7. Salary / Benefits

- Salary Range \$51,500.00 - \$55,000.00 per year, Full time
- Salary is DOE/DOQ
- Season pass. Loup season pass includes benefits at other regional resorts. Benefits extend to family with subsequent work seasons.
- Complimentary lift tickets
- Sick and family leave as per Washington State regulations
- Health Benefits (when available)