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Retail Manager

Craft ACT: Craft and Design Centre

**Part time pro rata based on
\$51,130 + superannuation**

Craft ACT: Craft and Design Centre is the peak organisation representing professional craft and design in Canberra and the region. We manage a retail outlet, an innovative exhibition and public program, membership programs and one-off projects. We are looking for an innovative and energetic Retail Manager to grow our retail operations and online sales.

The Retail Manager reports directly to the Executive Director.

For further information contact
Avi Amesbury
Executive Director
avi.amesbury@craftact.org.au
(02) 6262 9333

Applications close COB Tuesday 14 February 2012

Applications should address the selection criteria and include a curriculum vitae of qualifications, experience, and the names of 2 referees emailed to Avi Amesbury, Executive Director.

GENERAL

- The Retail Manager (part-time) is a core member of a small team.
- The Retail Manager reports directly to the Executive Director.
- Some after-hours work is required, particularly for exhibition openings.
- The salary is part time pro rata based on a full time wage of \$51,300 + superannuation.
- The Retail Manager works 23.5 hours per week, Wednesday to Friday from 10am to 5pm and Saturday 12noon to 4pm. The Retail Manager has each fifth Saturday off and works the following Tuesday 10am to 2pm.
- The position offers opportunities for increased hours and incentives.

DUTY STATEMENT

In consultation with the Executive Director

The Retail Manager is responsible for managing the Craft ACT Shop and will have a high level of autonomy in managing daily work. The person will be focused on increasing retail revenue and developing online sales.

Sales and marketing

1. Carry out the day to day operations and administration of the Craft ACT Shop including retail agreements, supplier details, sales, pricing, return of stock, stock control and daily cash up.
2. Research, identify and liaise with craft and design practitioners and Craft ACT members to source stock.
3. Manage all sales from the Craft ACT Shop, exhibition program and off-site displays.
4. Maintain a high standard of presentation in the Craft ACT Shop.
5. Manage Craft ACT Shop promotional activities and materials including stockist information.
6. Develop and implement campaigns, events and programs to increase markets and grow revenue.
7. Build retail customer data base for promotional purposes.
8. Promote and grow Craft ACT membership.

Reporting and administration

9. Maintain policies and procedures and develop new ones, as appropriate.
10. Provide information for reports including Management Meeting Reports, Staff Reports and Annual Reports.

Longer-term goals

11. Develop, implement and manage online sales including identifying stock, processing sales, packing and freight.

Culture

12. Ensure a high level of customer and visitor service.
13. Ensure effective relationships with customers and stockists.
14. Contribute to organisational planning and achievement of goals.
15. Contribute as a team member to a positive and safe work place.

SELECTION CRITERIA

1. Demonstrated experience in retail sales, administration and management.
2. Proven ability to meet sale targets.
3. High level of knowledge and experience in visual merchandising.
4. Demonstrated experience of financial administration and/or financial requirements for a retail outlet.
5. Demonstrated experience in marketing and promotion.
6. The ability to work cooperatively as part of a small team.

DESIRABLE

- Previous involvement with or knowledge of the visual art, craft and design sector.
- Experience with Retail Manager, Adobe Photoshop, Adobe InDesign and Microsoft Office programs.
- Familiarity with social networking media.
- Interest in strategic planning.
- Aptitude for creative thinking.

Craft ACT: Craft and Design Centre

Gallery and Shop hours: Tuesday – Friday 10am – 5pm Saturday – 12pm – 4pm

Office Hours: Monday – Friday 9am – 5pm

ABN: 33 314 092 587

Member of the network of Australia Craft Design Centres (ACDC)

Craft ACT: Craft and Design Centre is supported by the Visual Arts and Craft Strategy, an initiative of the Australian Government and all state and territory governments.

Craft ACT: Craft and Design Centre is supported by the ACT Government and the Australia Council for the Arts, the federal government's arts funding and advisory body.