



JOB DETAILS:

Title: Retail Manager

Job Classification: Non-exempt, Hourly

FTE: 0.80 (32 Hours/Week)

Pay Range: \$20-23/hour

Eligible Benefits: Health insurance, Retirement, PTO (Holidays, Vacation time, Sick time)

Reports To: Executive Director

Primary Purpose: The Retail Manager is responsible for managing retail inventory, analyzing customer behavior, managing and sorting book donations and consignments, and organizing retail-related events, including book auctions and the large annual used book sale. The Retail Manager works across all sites to ensure seamless profitable retail environments and marketing strategies. In the museum stores, the Retail Manager provides consistent branded visual merchandising, purchasing, inventory management, analysis, and reporting to meet our mission, customer expectations, and a positive bottom line within budget. With the used books, the Retail Manager determines which books are best suited to various business lines. The Manger plans and executes retail-related events, coordinating year-round with volunteers, staff, and others related to event planning.

ORGANIZATIONAL EXPECTATIONS:

1. Supports the mission, vision, and core values of Mennonite Life.
2. Respects the dignity, honor, and diversity of all persons.
3. Functions as a positive, collaborative team member
4. Demonstrates flexibility and openness to adapting to change.
5. Able to think strategically and see the big picture and carefully attend to details.
6. Friendly interpersonal skills with a focus on internal and external customer service and fostering an enjoyable work environment.
7. Able to communicate proactively and respectfully in a professional manner on the phone, online, and in person.
8. Excellent computer and technology skills

REQUIRED QUALIFICATIONS:

1. Minimum education: Bachelor's degree in marketing, communications, or related field, or demonstrated equivalent relevant experience
2. Experience in retail sales, retail marketing and/or visual merchandizing; retail experience in museum stores preferred
3. Strong understanding of customer psychology and market trends
4. Familiarity with Mennonite and Amish faith, culture, and heritage required, with particular emphasis on Lancaster Anabaptists and interrelated communities

5. Excellent English communication skills to communicate clearly and effectively to colleagues, vendors, customers, and other relevant parties
6. Organized and attentive to detail, while also able to work efficiently to manage projects
7. Strong computer skills and demonstrated ability to work with electronic inventory management, point of sale software, and online book sale outlets
8. Successfully passes all required child abuse clearances
9. Has a valid driver's license and a vehicle for travelling between campuses, to/from vendors, and for preparing for events
10. Physical Requirements: Capable of walking and standing, lifting (50 lbs), frequent bending, and has full use of both hands

ESSENTIAL DUTIES/RESPONSIBILITIES:

MUSEUM STORES:

1. Contribute to the mission by managing three retail spaces located on two campuses for sustained positive financial results, operating within budget
2. Make strategic decisions about product mix at each retail location in conversation with site Administrators and from evidence-based data
3. Purchase, receive, price, and manage inventory; strategically delegating tasks to available team members or volunteers
4. Communicate regularly with vendors and consigners to ensure a seamless partnership
5. Optimize store layouts and product displays to encourage sales; maximizing retail offerings within existing structural and business constraints
6. Provide excellent internal and external customer service, supporting customer-facing staff and collaborating with the entire team
7. Provide regular reporting on financial and sales performance, as requested
8. Monitor sales data, customer behavior, and ROI in each retail location to inform future marketing efforts
9. Seek out new vendors and/or consigners as appropriate
10. Collaborate with the Storyteller for online marketing strategy and execution
11. Work with book event volunteers to coordinate book-focused events, such as the Author Talks and other events listed below
12. Meet regularly with customer-facing staff and other relevant staff persons to gather data on customer experience and preference, to plan and market events, and to design displays that align with current marketing needs

USED BOOKS:

1. Contribute to the mission by managing the used books business units, working within each unit's business plan: book auctions, online sales, in-store sales, special event sales (primarily Bookworm Frolic)
2. Organize, coordinate, and execute retail-related events multiple times throughout the year, such as the book auctions and Bookworm Frolic; coordinate year-round preparation for each event as appropriate
3. Manage consignments by communicating clearly and regularly with consigners and only accepting books that will do well within existing business units
4. Work alongside, learn from, and coordinate schedules with regular volunteers who have knowledge of Anabaptist-related books and the history of the organization
5. Train and supervise new volunteers to perform the majority of hands-on tasks, including training volunteers for significant decision-making within parameters

6. Coordinate staff and volunteer schedules for retail-related events, communicating responsibilities and timing early and clearly
7. Determine which books are most suitable for each business unit, and regularly update listings, ensure sites are fully stocked, and ship books ordered online
8. Research and stay up-to-date on valuations of sought-after rare and used books related to Mennonite history, culture, and adjacent topics of interest to our customers
9. Research and pursue best practices in each business unit, incorporating this information into a standard operating procedures manual
10. Identify and track performance measures, and evaluate effectiveness of each business unit on a six-month basis
11. Maintain boxes of used books in a standard and organized way, ensuring any boxes received are moved to a suitable processing location within three days, or sooner, to keep public areas clear and accessible at all times

OPERATIONS SUPPORT:

1. Due to the nature of a small team, at times you will be called on to assist with special events or basic tasks. You will also be cross-trained on the Collections building front desk and will provide assistance with covering the Customer Care person's lunch breaks. You may also be trained in other locations.
2. Other duties as assigned

SKILLS:

1. Computer Skills: Strong proficiency in Microsoft Office Suite and Google applications; Proficiency in navigating and using internet-based software
2. Language: Ability to speak, read, and write English.
3. Communication Skills: Proficiency in collaborating with the Storyteller to update relevant social media so it is informative, visually appealing, and on brand and ability to communicate well with staff and volunteers
4. Organizational Skills: Ability to organize items for sale and track products and customer interactions
5. Customer Service Skills: Strong active listening skills, patience and empathy with healthy boundaries as well as ability to effectively and efficiently assist customers, volunteers, vendors, and other related partners

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