

Gift Shop Manager

Our Lady of Victory National Shrine has a *full time* opening available for a highly motivated **Gift Shop Manager** to join our team.

Summary: This position oversees the daily operations for the gift shop at Our Lady of Victory National Shrine and Basilica.

Essential Duties and Responsibilities:

- Defines objectives and strategies to meet customer requirements and organizational goals and objectives.
- Manages performance to achieve expected results.
- Keeps supervisor informed of performance through face-to-face meetings, written communications, analytical reports, and performance measures.
- Keeps supervisor informed of progress, issues, and potential problems.
- Identifies and addresses areas of weakness that may affect organizational performance.
- Quickly and effectively resolves customer problems.
- Provides prompt and attentive service building rapport with customer to increase repeat business.
- Merchandise product lines, reset seasonal displays, maintain sales floor stock levels.
- Process customer orders and billing for in store purchases.
- Provide customers with product and pricing information, processing all orders.
- Takes and maintains inventory on a regular basis in accordance with procedures.
- Trains temporary, volunteer and seasonal help as needed.

Required Education, Knowledge, Skills and Abilities:

- Bachelor's degree in business or retail management, or related field, preferred
- Associates degree in business or retail management or related field
- 1-3 years' experience in retail management setting
- 5+ years' experience preferred in a retail management setting
- Knowledge of Catholic religious products is required
- Ability to multitask in a fast paced work environment
- Excellent computer skills to include Microsoft Office Suite
- Strong attention to detail skills

Please send resumes to:

Our Lady of Victory National Shrine

Human Resources

767 Ridge Road

Lackawanna, NY 14218

Or

Email to ourladyofvictoryhr@gmail.com