



Jilkaat Kwaan Heritage Center

HC60 Box 2204

Haines, Alaska 99827

Phone: (907) 767-5485

info@jilkaatkwaanheritagecenter.org

Now Hiring

Title Gift Shop Manager

Department Gift Shop Department

Reports to General Manager

Job summary: Oversees and coordinates customer service, merchandising, inventory control, and other related activities for the Gift Shop. Provides sales coordination and problem resolution for floor customer service staff; performs and oversees direct sales for Gift Shop and Exhibit Hall admissions, and also performs customer service when required.

Job duties:

- Oversees, coordinates, and performs computerized cash register sales transactions and cash management.
- Supervises personnel, which typically includes performance evaluation, training, work allocation, and problem resolution.
- Provides sales coordination and problem resolution for floor customer service staff; performs direct sales for Gift Shop and walk-in tours of the Exhibit Hall and customer service as and when required.
- Allocates and schedules work within the area, ensuring that all floor requirements are covered during operating hours; fills in for staff as required during breaks and other absences.
- Monitors sales through the cash register; resolves discrepancies, prepares, reconciles, and records cash receipts for deposit, and prepares sales reports.
- Monitors and coordinates ordering, receipt, and return of merchandise and/or equipment; verifies invoices and billing and resolves errors and discrepancies; as appropriate, coordinates shipping and/or delivery of merchandise to customers.
- Oversees area stock and visual merchandising; participates in the development and implementation of on-floor sales promotion campaigns.
- Participates in the establishment and implementation of general marketing plans and programs for the enterprise.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.



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- Oversees and participates in general housekeeping cleanliness within the area; ensures that equipment and facilities remain in good repair, and that employee and customer safety standards are maintained.
- Other duties as assigned by General Manager.

General Knowledge, Skills and Abilities:

- Ability to communicate effectively, both orally and in writing.
- Ability to operate a computerized cash register.
- Ability to foster a cooperative work environment.
- Knowledge of cash management principles and/or procedures.
- Knowledge of customer service standards and procedures.
- Knowledge of retail floor sales techniques.
- Ability to read, understand, follow, and enforce safety procedures.
- Knowledge of basic fiscal and personnel management principles
- Skill in motivating and supervising employees
- Ability to maintain records and complete reports as required
- Ability to interact positively with tourists and the public

Minimum requirements:

- A high school diploma or equivalent
- 3 years of experience in the retail industry
- Drug Free

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