

## Retail Manager

Pittsburgh Glass Center (PGC) is seeking a Retail Manager to shape and execute our retail vision, playing an important role in our audience engagement strategy and revenue model. The Retail Manager will curate a retail experience that reflects our brand but drives profitability and customer engagement through innovative merchandising strategies. Working closely with the Director of Creative Projects, the Retail Manager will lead our retail operations, ensuring that our shop is a destination that captivates and inspires our audience.

At PGC, our shop is more than just a place to buy goods—it reflects of our mission to nurture and celebrate diverse and passionate glass artists. With a focus on items made by artists connected to PGC and our local community, now alongside handpicked American-designed products, our store is a celebration of creativity and craftsmanship.

With PGC's recent expansion, including a bigger footprint for our retail shop, the stage is set for success. But the work is far from over. The Retail Manager will play a crucial role in defining and actualizing our retail identity, ensuring a sustainable revenue stream propelling us toward our objectives.

### Key Responsibilities

- Continue to craft and implement a retail strategy that positions the PGC shop as a cornerstone of our revenue model and brand objectives.
- Drive buying, merchandising, and product development decisions, ensuring profitability while staying true to our store vision.
- Cultivate and maintain vendor relationships, with a special focus on nurturing connections with artists and designers associated with PGC.
- Oversee and maintain visually appealing product presentations that engage our customers and align with our retail vision.
- Manage point-of-sale system, inventory, and sales reporting to drive informed decision-making and operational budgeting.
- Provide dynamic retail leadership, fostering a culture of excellence in customer service and product knowledge, including management of a versatile front-of-house team.
- Collaborate closely with marketing and development teams to craft and execute strategies that enhance audience engagement and drive sales.
- Lead retail promotions and product activations to elevate the retail experience and foster deeper connections within our organization and community.

### Requirements

PCG is seeking candidates with a passion for retail and a keen interest in developing strategic plans. The ideal candidate will have some experience in retail strategy development, but we also welcome enthusiastic individuals eager to learn and grow in this role. Strong communication skills and a collaborative mindset are essential.

- Ability to develop and execute a compelling retail strategy that aligns with organizational goals and drives results.
- Financial acumen, including budgeting, inventory control, and point-of-sale systems.
- Strong problem-solving skills and the ability to thrive in a dynamic environment.
- Must be able to work independently, under pressure, and resolve complex problems as they arise.

- Proficiency in word processing and relevant software tools.
- Excellent communication skills, both verbal and written.

### Qualifications

- Minimum three years of sales/management experience, with a focus on buying and visual merchandising.
- Relevant education or equivalent experience considered.
- We encourage applicants from diverse backgrounds and experiences including those from traditional retail and arts management.

**Unsure if you meet every requirement outlined in this job description?** Don't view it as an exhaustive checklist. If you feel confident in your ability to thrive in this role, we urge you to apply. Your cover letter or application email is an opportunity for you to share your enthusiasm for the position and articulate how your skills and experience align with what we're seeking. We look forward to hearing from you and learning more about what you could contribute to this role.

### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be used to enable individuals with disabilities to perform the essential job functions. While performing the duties of this job, the employee may occasionally lift and/or move up to 30 pounds. The work environment characteristics are representative of those an employee encounters in an office environment.

### Salary & Benefits

The salary for the full-time position is \$42,000 - \$50,000 depending on experience. Additional benefits include health, dental, and vision insurance, paid vacation, sick time, and complimentary classes at PGC. PGC also contributes to an employer matched Simple IRA for employees after they've been on staff for one year.

### Diversity Statement

PGC is an Equal Opportunity Employer and are dedicated to the goal of building a culturally diverse staff that is committed to teaching and working in a multicultural environment. PGC does not discriminate against individuals on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, veteran status, ancestry, or national or ethnic origin in the administration of its educational policies, admissions policies, employment policies, scholarship programs, and other PGC administered programs and activities. All of our employees' points of view are key to our success, and inclusion is everyone's responsibility.

### To Apply

Applicants should submit a resume, and a cover letter/introductory email that explains their experience in relation to the work, responsibilities, and qualifications listed here.

All inquiries and resumes should be sent via email to [jobsearch@pittsburghglasscenter.org](mailto:jobsearch@pittsburghglasscenter.org) and applications will be reviewed until the position is filled with priority given to applicants who apply by May 31, 2024.