



Job Title: Nature Store Manager
Department: Nature Store
Reports to: Executive Director
Classification: Exempt, full-time
Compensation: \$42,000 - \$45,000/yr DOE plus health, retirement, and other benefits

About Audubon Society of Portland

Audubon Society of Portland has been a leading voice in conservation for over a century. Through conservation advocacy, environmental education, and wildlife rehabilitation, we promote the understanding, enjoyment, and protection of native birds, other wildlife and their habitats. We are located in a 150-acre wildlife sanctuary in Forest Park, just minutes from downtown Portland. With over 15,000 members and 450 regular volunteers, we are the largest independent chapter of the National Audubon Society in the United States. Additional background regarding our extensive education, advocacy, wildlife rehabilitation, and habitat programs can be found at www.audubonportland.org.

The Audubon Society of Portland has just completed a five year strategic plan. A core priority moving forward is to infuse equity, inclusion, and diversity (EID) into all of the goals and work of the organization. The Nature Store Manager will play an important role in achieving the organization's EID goals through the delivery of high quality customer service and visitor engagement. We recognize that in order to serve diverse communities we must also have diversity represented in our staff. Applicants of color, immigrants, and other underserved persons are encouraged to apply.

Job Summary

The Audubon Society of Portland's Nature Store is a thriving educational and commercial enterprise: annually engaging a majority of the more than 40,000 visitors to our Nature Center and sanctuaries per year, generating over \$650,000 in sales annually, and providing a suite of high quality products for birding and nature enthusiasts of all ages, backgrounds, and abilities.

The Nature Store maintains a dual bottom line: serving, educating, and inspiring visitors while generating revenue to support conservation. The Nature Store is our primary welcoming location for visitors of all ages, is largely volunteer-empowered, and is a trusted resource for information on nature, birds, hiking in our Sanctuaries, and is the best provider of birding optics in Oregon.

The Nature Store Manager has strong business and retail skills, an entrepreneurial spirit, and a passion for Portland Audubon's mission of inspiring all people to love and protect nature. The Manager is responsible for all operations and oversees all day-to-day processes, including product mix, inventory, displays, sales, customer service, managing staff and volunteers.

The Nature Store is the first place that visitors and members go to learn about Portland Audubon's facilities and wildlife sanctuaries. The Store Manager assures that staff and

volunteers provide excellent customer service, natural history information, and offer visitors an outstanding experience.

Essential Duties and Responsibilities

- Oversees Nature Store's essential role of advancing conservation through inspiring connection with and awareness of the natural environment
 - Through a combination of entrepreneurial spirit, love of mission, and customer service, creates and executes a plan to optimize and balance revenue, public engagement, and environmental education.
 - Ensures the store experience is welcoming, enjoyable, and satisfactory for a broad diversity of visitors and visitor interests.
 - Serves as the "welcome center" for visitors to our nature sanctuaries.
- Manages retail sales
 - Oversees selection of merchandise, monitors stock and inventory.
 - Conducts research to optimize product offering, developing expertise in key areas such as optics and birding guides.
 - Executes and monitors loss prevention and shrink programs
 - Responsible for the efficient and accurate processing of 14,000 sales transactions annually.
 - Understands and utilizes retail technologies, implementing opportunities to enhance store operations as needed
- Oversees marketing and advertising
 - Conceives and executes special programs and activities, including author events and product workshops.
 - Develops promotional content for print and electronic newsletters and social media.
- Ensures high quality customer service
 - Responds to customer complaints, requests, and comments.
 - Develops and utilizes tools for timely communication with customers.
 - Oversees "welcome center" role for engaging and orienting visitors.
- Manages staff and volunteers
 - Oversees at least two staff members and approximately 25 regular volunteers.
 - Performs annual reviews, organizes recruitment, training, development, and inclusive operations.
 - Develops and implements operating procedures for health and safety.
- Develops and manages annual operating budget
 - Analyzes sales and forecasts future sales, maintains profit margins.
 - Manages store revenue, including cash handling & deposit reconciliation.
 - Prepares quarterly reports and other financial reports.
- Advances fundraising and membership goals in collaboration with Development Department. Participates in fundraising activities and special events.
- Other duties as assigned.

Preferred Qualifications:

- 3 years retail management experience and/or experience with similar retail/nature center operation.
- Proven experience in customer service, employee supervision, and budget management.
- Exhibited passion for natural history, birding, and conservation.

- Thorough knowledge of PC-based computers, Office software, and point of sale software.
- Experience advancing equity, diversity and inclusiveness within an organization.
- Ability to speak Spanish or another language in addition to English.

Special Conditions/Restrictions of the Position

- Attendance may be required at evening and morning meetings.
- Ability to work a flexible schedule, including weekends, as needed.
- Willingness to travel for occasional trade shows.

Application

Audubon Society of Portland does not discriminate on the basis of race, creed, sex, sexual orientation, age, religion, marital status, national origin, political affiliation or mental or physical handicap. Candidates of color are strongly encouraged to apply. Audubon Society of Portland is committed to building a diverse and inclusive environment, reflecting the diversity of our community in its board, staff, volunteers, and members; ensuring its internal culture, business practices, and programs are welcoming and advance its diversity goals; and empowering people to make positive changes in their community and environment. The Audubon Society of Portland Community Programs Educator is expected to serve diverse audiences and help advance Portland Audubon's diversity strategies. More background on our diversity efforts can be found at <http://audubonportland.org/about>

More information can be found at <http://audubonportland.org>

Emailed submissions preferred

To apply:

Please email your **cover letter**, **resume**, and **completed employment application*** to jobs@audubonportland.org with subject: "Nature Store Manager."

*Employment application available at www.audubonportland.org/about/jobs

Alternatively, submit via US Postal Service to:

Keia Booker, Human Resources Manager

Attn: Nature Store Manager

5151 NW Cornell Road

Portland, OR 97210

Application closing date: February 25, 2018