



JAPANESE CULTURAL CENTER OF HAWAI'I

Honoring our heritage. Embracing our diversity. Sharing our future.

RETAIL MANAGER

REPORTS TO: Vice President of Finance & Administration

STATUS: Full-Time, Exempt

COMPENSATION: \$50,000 - \$60,000 Per Year

POSITION SUMMARY: The Retail Manager is responsible for the overall business operations and performance of the Gift Shop, including sales, day-to-day management, staff and volunteer training & supervision, and follows JCCH policies and procedures to ensure efficient daily operations.

OBJECTIVES

- Strategize with the Executive Team to develop retail initiatives that achieve organizational objectives.
- Implement and maintain retail initiatives, including new merchandise, pop-up events, promotions, etc.
- Ensure financial success of the JCCH's retail operations.
- Maintain and grow a key customer-facing retail presence of the JCCH.
- Maintain organizational standards of service, quality, and performance.

PRIMARY DUTIES AND RESPONSIBILITIES

- Develop and manages the annual purchasing and revenue plan, and budget for the retail department.
- Lead the organization of special events (craft and collectibles fairs, authors and local artists programs).
- Responsible for promotional sales (fukubukuro, clearance sales, etc.)
- Responsible for on-line sales of items including and not limited to the items sold on the JCCH website and other sites such as Facebook Marketplace, E-bay, Craigslist, etc.
- Collaborate with the Marketing Team to develop and manage marketing initiatives for the Gift Shop that align with overall JCCH marketing efforts.
- Recruit and manage part-time retail employees.
- Recruit, schedule, train and supervise volunteers.
- Responsible for day-to-day operations, including opening, closing, purchasing, receiving, and inventory control.
- Accept, evaluate, and determine usage of donated items.
- Maintain accurate and detailed financial records.
- Assist with fundraising, membership, stewardship programs, public programs related to the gallery exhibits, JCCH special events, and festivals or other events, as needed.
- Assist with on-site management of programs in the gallery and exhibit theater.
- Other duties as assigned by the Executive Team.

REQUIRED QUALIFICATIONS

- 3+ years of retail management experience, including employee supervision
- Proficiency in the use of computers and Microsoft Office 365
- Experience with Square and Square POS
- Strong customer service skills
- Volunteer management
- Excellent oral/written communication skills
- Excellent time management and organizational skills



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PREFERRED QUALIFICATIONS

- Bachelor's degree in related field or equivalent combination of education and experience.
- Experience with graphic design programs (Canva or similar)
- Experience with social media platforms (Instagram, Facebook, TikTok, LinkedIn, YouTube, etc.)

ADDITIONAL REQUIREMENTS:

- Valid driver's license and access to a vehicle as needed to perform job duties
- Use of a personal cell phone for work-related communication
- Criminal background clearance
- Preferred work schedule: Tuesday to Saturday, 8:00 AM to 5:00 PM
- Ability to work on occasional nights and weekends

BENEFITS

- 16 days of paid holidays in addition to generous vacation and sick leave
- Medical and dental insurance paid 100% by the JCCH
- Retirement plan with employer match after one (1) year anniversary
- On-site parking, cellular phone usage stipend, employee discount, and other benefits

ADDITIONAL REQUIREMENTS: The physical demands described below represent those an employee must meet to successfully perform the essential functions of this job. Reasonable accommodation may be made for individuals with disabilities. While performing this job, the employee is required to sit and walk frequently; talk or hear continually; occasionally reach, bend, lift, or climb; and frequently lift and carry light weights (25-50 pounds). Specific vision abilities include close vision, distance vision, and the ability to adjust focus.

HOW TO APPLY: Please submit a cover letter and resume to Jamie at Jamie@jcchawaii.org, RE: Retail Manager

The Japanese Cultural Center of Hawai'i is an Equal Opportunity Employer. As a 501(c)(3) nonprofit organization based in Honolulu, our mission is to be a vibrant resource, strengthening our diverse community by educating present and future generations in the evolving Japanese American experience in Hawai'i. We do this through relevant programming, meaningful community service, and innovative partnerships that enhance the understanding and celebration of our heritage, culture, and love of the land. To guide us in this work we draw from the values found in our Japanese American traditions and the spirit of Aloha.