

# Retail Manager & Visitor Services Associate

## Candidate Information Packet

<b>Organization</b>	Jack London Park Partners
<b>Location</b>	Glen Ellen, California
<b>Reports to</b>	Community Programs and Visitor Services Manager
<b>Compensation</b>	\$30.00-\$33.00 per hour, DOE. This is a non-exempt, hourly position. Candidates with strong experience in retail operations, inventory management, visitor services, and volunteer collaboration are especially encouraged to apply.

### Position Overview

Jack London Park Partners is seeking a Retail Manager and Visitor Services Associate to oversee the park's retail program while serving as a welcoming, reliable front-line representative for visitors, volunteers, and staff. This role blends retail operations, inventory accountability, visitor services, and volunteer collaboration in a mission-driven setting.

#### What success looks like in this role:

- Visitors consistently experience the bookshop and visitor center as welcoming, informative, and well-run.
- Volunteers receive respectful guidance, clear communication, and dependable support.
- Inventory records are accurate, back-stock is organized, and retail systems are maintained carefully.
- The retail program supports strong daily operations, thoughtful merchandising, and mission-aligned sales.

### Key Responsibilities

#### Retail Operations

- Manage product selection, purchasing, merchandising, pricing, vendor communication, and retail planning in alignment with the park's mission and visitor interests.
- Maintain accurate inventory records by receiving shipments carefully, entering products correctly, labeling merchandise, and reconciling discrepancies between physical stock and POS records.
- Conduct regular inventory counts and an annual physical inventory; identify shrinkage, stock gaps, replenishment needs, and pricing inconsistencies.
- Maintain organized back-stock and storage systems so products can be located, counted, replenished, and reported efficiently.
- Use sales reporting to identify strong sellers, seasonal opportunities, slow movers, and product rotation needs.
- Ensure Square, tablets, and related retail systems are programmed accurately for pricing, tax, product names, and inventory tracking.
- Process website orders accurately and on time.

#### Visitor Services

- Serve as a welcoming front-line representative by greeting visitors and providing accurate information about trails, programs, exhibits, events, and wayfinding.
- Handle visitor questions and concerns with patience, professionalism, and clear next steps.
- Support opening and closing procedures, park phone coverage, museum operations, and visitor-facing signage.

- Assist with accessibility support, including golf cart use for guests who need mobility assistance, when appropriate.
- Help maintain tidy, organized visitor and museum spaces and a positive first impression of the park.

### Volunteer Collaboration

- Work closely with volunteers supporting the bookshop, kiosk, and visitor services and provide clear instructions, timely updates, and courteous support during shifts.
- Respond constructively when volunteers flag a pricing, stocking, or visitor-service issue.
- Contribute to a work environment where volunteers feel welcomed, informed, and comfortable asking for help.
- Model professionalism, patience, and consistency in all volunteer interactions.

### Qualifications

- 3-5 years of experience in retail operations, customer service, merchandising, or a related field.
- Experience with inventory systems, product receiving, pricing, and stock reconciliation.
- Experience with Square, QuickBooks, Microsoft Office, or similar systems preferred.
- Experience working with volunteers, docents, or community members in a public-facing environment strongly preferred.
- Weekend availability required.

### Communication and Professional Standards

This position requires frequent interaction with visitors, volunteers, staff, and community members. The person in this role must maintain a consistently professional, respectful, and service-oriented communication style. Successful performance includes calm problem solving, constructive response to feedback, patience under pressure, and sound judgment in public-facing situations.

### Benefits and Employment Information

The summary below provides a general overview of employment benefits and key administrative information for candidates. Benefit eligibility and plan details are subject to plan documents, organizational policy, and applicable law.

Payroll and Employment Requirements	
<b>Pay Schedule</b>	Employees are paid on the 5th and 20th of each month.
<b>Required Training</b>	California anti-harassment training must be completed within 30 days of hire.
Time Off	
<b>Vacation</b>	2 weeks per year, increasing to 3 weeks after 3 years of employment and 4 weeks after 5 years.
<b>Sick Leave</b>	40 hours per year.
<b>Paid Holidays</b>	New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
Health Benefits	
<b>Eligibility</b>	Medical, dental, and vision benefits are available on the first day of the month on or following 60 days of employment.

<b>Medical</b>	Employer pays 75%; employee pays 25%.
<b>Dental</b>	Employer pays 50%; employee pays 50%.
<b>Vision</b>	Employee pays 100%.
<b>Open Enrollment</b>	June 1 each year.
<b>Retirement Savings</b>	
<b>CalSavers</b>	California's retirement savings program is available immediately upon eligibility.
<b>Website</b>	CalSavers.com
<b>Email</b>	clientservices@calsavers.com
<b>Phone</b>	855-650-6918

**Please note:** This overview is intended for candidate information purposes only and does not create a contract of employment or guarantee of benefits.