



HEAVEN & EARTH

GIFT SHOP • CAFE

Operations Manager

Purpose

At Heaven & Earth, our mission is to introduce people to what is good, true and beautiful in the marketplace through thoughtful selection of Catholic and faithful merchandise courteous and gracious service, and delicious food and drink. We want to aid the spiritual renewal of NEPA by living and sharing the friendship, peace and joy of an active life with Christ.

The company is comprised of the Gift Shop and the Cafe. The Operations Manager is responsible for overseeing the operation and profitability of the Heaven & Earth. The position serves customers by sharing in strategic planning, achieving high results in profitability, excellent service, and smooth business operations with the public and internal systems.

Responsibilities

- Completes store operational requirements by scheduling and assigning employees; following up on work results.
- Maintains staff by recruiting, selecting, orienting, and training employees.
- Achieves results and objectives by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Achieves financial objectives by collaborating with Controller and Owner in preparing an annual budget; scheduling expenditures; analyzing variances; implementing and executing strategic actions for growth.
- Identifies current and future customer needs by establishing rapport with potential and actual customers and visiting Pastors or DREs.
- Ensures availability of merchandise and services by approving contracts; collaborating with Inventory Coordinator for selection and quantities needed.
- Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
- Markets merchandise by studying advertising, sales promotion, and display

- plans; analyzing operating and financial statements for profitability ratios.
- Secures merchandise by implementing security systems and measures.
 - Protects employees and customers by providing a safe and clean store environment and by complying with legal requirements.
 - Maintains the stability and reputation of the store by
 - Determines marketing strategy changes by reviewing operating and financial statements and departmental sales records.
 - Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
 - Maintains operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures.
 - Contributes to team effort by accomplishing target goals and benchmarks
 - Will report to the Board of Advisors as needed.

Skills & Qualifications

- Customer Focus
- Pricing
- Relationships with Vendors and Customers
- Market Knowledge
- Galvanizing the team and customers, Results Driven, Tenacity to see the job through with high standards for self and team,
- Strategic Implementation
- Excellent verbal and written communication skills.
- Comfortable with technology and a highly data-driven approach for ordering and evaluating trends and opportunities,
- Proven ability to drive amazing customer experiences — and results — through team development.
- Experience with diplomatically managing multiple commitments to customers, staff, and operations.
- Ability to adapt to challenges while remaining calm in a constantly changing retail environment.
- Bachelor's degree in Business Management or related field and five years retail management experience.