**Job Title:** Shop DECA Retail Manager

**Reports To:** Executive Director

DECA Inc. is a non-profit educational organization headquartered in Reston, Virginia, that prepares emerging leaders and entrepreneurs in marketing, finance, hospitality, and management in high schools and colleges across the globe.

Shop DECA is DECA’s official supplier of apparel, teaching and learning materials, conference materials, DECA blazers and custom products. The Shop DECA Retail Manager is responsible for providing leadership to the operation, including merchandising, marketing, buying, customer service, order processing, shipping, accounting, staff supervision and administration.

The ideal candidate is energetic and excited to join a collaborative team. A successful applicant will be self-motivated, ready to prioritize multiple responsibilities and meet deadlines with minimal oversight.

**Required Education:**
A bachelor’s degree in business management, marketing, retailing, or a related field is preferred.

**Job Responsibilities of the Shop DECA Retail Operations Manager:**

- Oversee day-to-day store operations, ensuring the web site is up-to-date and accurate, warehouse is clean, organized, and well-maintained.
- Manage inventory levels, monitor stock, order new products as needed, and conduct regular inventory counts to maintain accurate records of current inventory.
- Foster a member-first culture by providing excellent customer service, addressing customer inquiries, resolving complaints, and ensuring customer satisfaction.
- Achieve financial objectives by developing and managing the annual budget, controlling expenses, analyzing metrics, and initiating strategies to increase sales and profitability.
- Research and identify sources for merchandise to meet current and future needs ensuring alignment with the DECA brand.
- Plan and execute marketing campaigns, promotions, and special events, for both the e-commerce store and in-person events to attract customers and increase sales.
- Implement loss prevention measures, such as employee training, security, and inventory controls to reduce theft and shrinkage.
- Develop and implement merchandising plan for conferences including marketing strategies, product designs, and exhibit layouts, that are attractive, encourage customer engagement and align with DECA’s brand.
- Manage the monthly financial process, ensuring accounting department receives information that is timely and accurate.
- Supervise Shop DECA staff, providing ongoing training, coaching, and support to improve their product knowledge and customer service skills.
- Maintain a favorable working relationship with DECA staff to foster a cooperative and harmonious working climate that is conducive to maximum employee morale, productivity, and efficiency/effectiveness.
- Performs other duties and responsibilities as required or requested.
Desired Skills:
- Proficient in Microsoft Office products (Word, Excel, Outlook, and PowerPoint).
- 5+ years of experience in retail merchandising, buying, management or related field.
- Proficiency in sales techniques, product knowledge, and visual merchandising to maximize sales and enhance the store’s appearance to align with DECA’s mission and brand.
- Skilled in managing inventory, including buying, stock control, minimizing loss, and ensuring products are available for customers.
- Understanding financial management, including budgeting, cost control, utilizing financial data to make informed decisions.
- Efficient time management skills to prioritize tasks and meet deadlines in a fast-paced environment.
- Excellent communication skills, both written and verbal, to interact with customers, DECA staff and key stakeholders.

Supervisory Requirements:
This position has supervisory requirements.

Work Environment:
This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, and copiers. Periodic lifting, pushing, and pulling of boxes and merchandise up to 50 lbs.

Position Type and Expected Hours of Work:
This is a full-time position. Days and hours of work are typically Monday through Friday, 8:30 a.m. to 4:30 p.m. Periodic travel to conferences and meetings is required.

Classification:
Exempt, not eligible for overtime for time worked over 40 hours in a week.

EEO Statement:
DECA, Inc. does not discriminate in employment based on race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

Other Duties:
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.