



## AMERICAN NICARAGUAN SCHOOL TIGER STORE MANAGER

In our efforts to transform ANS's small store into a university-level retail environment (uclastore.com), we are hiring an ANS Store Manager responsible for the overall operations, financial performance, and leadership of a private school retail environment. This role bridges the gap between commercial retail success and the school's academic mission by managing essential student resources like classroom supplies, uniforms alongside campus-branded merchandise.

### Job Summary

The Campus Store Manager oversees daily activities including inventory selection and management, staff supervision, and customer service to ensure a high-quality experience for students, faculty, and alumni. They are accountable for achieving sales targets, maintaining ANS branding standards, and fostering strong relationships with campus stakeholders.

### Qualifications

- **Education:** Bachelor's degree in Business Administration, Marketing, or a related field is preferred.
- **Experience:** 3–5 years of retail management experience; academic retail experience is a significant plus.
- **Technical Skills:** Proficiency in Point-of-Sale (POS) systems, inventory management software, and Microsoft Office/Google Workspace.
- **Physical Ability:** Must be able to stand for long periods and occasionally lift/move items weighing up to 40–50 pounds.
- **Language:** English language proficiency.

### Key Responsibilities

#### Operational Management

- Inventory Control: Manage the supply, ordering, receiving, and stocking of school supplies, apparel, and convenience items. Assist with transition to on-line purchasing platform (odoo).
- Facility Oversight: Ensure the store remains clean, organized, and visually appealing through effective merchandising and layout design.
- Safety and Compliance: Enforce loss prevention measures, cash-handling procedures, and adherence to School and health safety regulations.

### **Team Leadership**

- Staffing: Recruit, hire, and onboard full-time, part-time, and student employees.
- Development: Provide ongoing training and coaching to maintain a culture of accountability.
- Scheduling: Create and manage work schedules to ensure adequate coverage during peak periods like the start of the semester ("Rush")

### **Financial & Strategic Planning**

- Budgeting: Develop and manage the annual budget, monitor expenses, and strive for profitability targets.
- Marketing: Plan and execute promotional events, social media campaigns, and seasonal sales to drive foot traffic.
- Identify Trends: Actively Research student trends so that the inventory aligns with what students want to wear.
- Social Media: Oversee the store's social media presence, creating consistent posting that includes new merchandise arrivals, and items on sales.
- Identify & Recruit Student Brand Ambassadors: to wear merchandise and promote the store.
- Reporting: Analyze sales data and prepare financial reports for school leadership to track performance trends. Monthly reporting to accounting on sales, profit margins, inventory and gift cards.

### **Campus Relations**

- Stakeholder Engagement: Act as the primary liaison between the store and academic departments, faculty and administration.
- Customer Service: Resolve escalated customer complaints and ensure the store meets the specific needs of the campus community.
- Weekly meetings with Leadership about sales strategies and to get approval for new inventory items. A committee will curate items according to product turn around times and profit margins.

### **Salary & Performance Metrics**

- **Key Performance Indicators (KPIs):** Managers are often evaluated on Visitor Conversion Rate (VCR), Average Order Value (AOV), inventory turnover, and shrinkage rates
- **Event Participation Presence**
- **Update Online Store Catalog**