



## JOB DESCRIPTION

**Position:** RETAIL DIRECTOR  
**Department:** RETAIL  
**Location:** SEWARD, ALASKA  
**Reports To:** GENERAL MANAGER - KENAI FJORDS TOURS  
**FLSA Status:** EXEMPT

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### **Supervises /**

Kenai Fjords Tours Gift Shop  
Retail Store Personnel  
Retail Warehouse Personnel

### **Job Summary /**

Responsible for the procurement and distribution of Retail products for the Alaska Collection to multiple business locations. Responsible for directing and administration of daily operations for the Kenai Fjords Gift Shops to include but not limited to; inventory, cash accountability, staff training and scheduling and ensuring excellent customer service. Hire and train staff for retail gift shop to be efficient, courteous and dedicated. Ensure customers' expectations are exceeded and that merchandise is presented in a professional manner. Maintain store cleanliness for safety and appearance. Maintain store inventory for security and maximum profitability.

### **Essential Job Functions /**

#### **Major Activities (Typical Duties/Responsibilities) /**

- Oversees procurement and distribution of Retail products for the Alaska Collection to multiple business locations
- Oversees daily operations of the Kenai Fjords Tours retail stores
- Provides guidance and tools to encourage staff's engagement, successfulness and effectiveness. Actively supervises a diverse staff responsible for a variety of gift shop and warehouse inventory services
- Responsible for developing, maintaining and implementing training for customer service and safety standards
- Works directly with KFT Warehouse Inventory Manager and KFT General Manager for procurement of goods for maximum profitability and budget constraints
- Handles complaints efficiently and in the best interest of the customer
- Maintains safety and security measures within the store for customers, employees, and property
- Works closely with managers and key personnel at all Alaska Collection properties to ensure excellent customer service
- Prepares paperwork for accounting of daily sales and gift shop operation
- Attends trade show events and industry events as requested
- Works directly with accounting department to provide cash accountability
- Receives and displays all inventory
- Works with other departments and properties for transfers of retail inventory for maximum profitability

- Performs other duties as are appropriate and as assigned

### **Skills/Abilities /**

- Excellent interpersonal skills and professional demeanor; ability to work effectively and cooperatively with all levels of management and staff, affiliated-company employees, and outside business associates
- Knowledge of the Alaska tourism industry, including large and small tour operators, travel agents and industry organizations
- Ability to work independently, in a team environment and with minimal supervision
- Ability to make decisions, solve problems and exercise good judgment; ability to work under pressure and prioritize workload
- Excellent customer service skills
- Excellent written and oral communications skills; knowledge of proper grammar and spelling; good vocabulary, editing and proofreading skills
- Excellent organizational, follow-up and detail oriented skills. Must be able to manage multiple projects and deadlines
- Proficiency in the use of computers, including Microsoft Office Suites and industry-standard computer software
- Knowledge of basic accounting procedures for use in training for closing procedures
- Ability to perform cash handling problems
- Excellent management and supervisory skills
- Willing to work extended hours, various shifts, on holidays and weekends as necessary

### **Physical Abilities /**

- Must possess sufficient fine motor skills for use of computers, calculators with an ability to withstand repetitive keyboarding for extended periods of time
- Must be able to sit for extended periods of time
- Must be able to kneel, bend and twist at the waist on an occasional basis
- Must be able to reach below shoulder height with regular frequency (desk position) and at or above shoulder height on occasion
- Must be able to push, pull, carry and lift objects weighing up to 50 pounds on a regular basis, and greater weights on an occasional basis
- Must possess sufficient gross motor skills to operate a vehicle

### **Minimum Experience /**

Some college education with an emphasis in Business, Management, Accounting or other related field and three years' progressively responsible related experience; or any combination of education, training and/or experience that provides the required skills, knowledge, and abilities. Must have a valid driver's license and a clean driving record. Experience in the Alaska tourism industry preferred.

**Required Contacts /**

- The Alaska Collection executives, management and staff
- Kenai Fjords Tours Management and staff
- Community business and civic leaders
- Representatives of tourism industry
- Vendors, suppliers, and contractors
- Members of the general public

**Approval /**

Employee Name / (print) \_\_\_\_\_

Employee Signature / \_\_\_\_\_ Date \_\_\_\_\_

Supervisor / \_\_\_\_\_ Date \_\_\_\_\_

