

## JAPANESE CULTURAL CENTER OF HAWAI'I POSITION DESCRIPTION: GIFT SHOP MANAGER

### THE ORGANIZATION

The Japanese Cultural Center of Hawai'i (JCCH), a non-profit organization based in Honolulu, strives to strengthen our diverse community by educating present and future generations in the evolving Japanese American experience in Hawai'i. Founded on May 28, 1987, the Center celebrates its 34th anniversary in 2021. The Cultural Center has 5,000 members and connects to more than 30,000 residents and visitors through its programs and events. The Cultural Center features a historical exhibition, community gallery, library/archive center, the Kenshikan martial arts dōjō, the Seikōan Japanese teahouse, and a Gift Shop.

**THE GIFT SHOP MANAGER** is responsible for the overall business operations and performance of the Gift Shop, including sales, day-to-day management, staff and volunteer training & supervision, and follows JCCH policies and procedures to ensure efficient daily operations.

### OBJECTIVES:

- Strategize, implement, and maintain retail initiatives that adhere to organizational objectives.
- Ensure financial success of the Gift Shop operations.
- Maintain and grow a key customer-facing retail presence of the JCCH.
- Maintain organizational standards of satisfaction, quality, and performance.

### PRIMARY DUTIES AND RESPONSIBILITIES:

- Develops and manages the annual purchasing and revenue plan for the Gift Shop.
- Recruits, schedules, trains and supervises volunteers at the Gift Shop.
- Responsible for day-to-day operations of the Gift Shop, including opening, closing, purchasing, receiving and inventory.
- Responsible for on-line sales of Gift Shop items including and not limited to the items sold on the JCCH Shopify site and other sites such as Facebook Marketplace, E-bay, Craigslist, etc.
- Organizes and designs Gift Shop windows and displays.
- Accepts, evaluates, and determines usage of donated items.
- Maintains accurate and detailed financial records of the Gift Shop.
- Lead organizer of craft and collectibles fairs, authors and local artists programs.
- Develops and manages marketing initiatives for the Gift Shop that align with overall JCCH marketing efforts.
- Oversees the maintenance and improvements in the Gift Shop.
- Assists with fund raising, membership, and stewardship programs.
- Assists with public programs related to the gallery exhibits, JCCH special events, and festivals or events.
- Assists with on-site management of programs in the gallery and exhibit theater.

**EXPERIENCE REQUIRED:**

- 3+ years of retail management experience
- Strong computer literacy
- Experience with Shopify
- Strong customer service skills
- Volunteer management
- Excellent oral/written communication skills
- Excellent time management and organizational skills
- Valid driver's license and access to a vehicle as needed to perform job duties and possess functioning cellular phone.

**PREFERRED QUALIFICATIONS**

- Bachelor's degree in related field or equivalent combination of education and experience.
- Knowledge of and ability to interpret the Japanese American experience in Hawai'i strongly preferred.
- Art gallery or museum experience
- Experience with graphic design programs (Adobe Creative or similar)
- Experience with social media platforms (Instagram, Facebook, Twitter, TikTok, LinkedIn, etc.)
- Strong knowledge of Salesforce

**PHYSICAL REQUIREMENTS:** The physical demands described below represent those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to: sit, walk, occasionally required to reach with hands and arms, continually needed to talk or hear, occasionally required to bend, lift, or climb, frequently required to lift and carry light weights (25-50 pounds), and specific vision abilities include close vision, distance vision, and ability to adjust or focus.

**TO APPLY:**

Submit a cover letter and resume to Jamie Lee at [lee@jcch.com](mailto:lee@jcch.com).