



THE SUMMIT
COUNTRY DAY SCHOOL

Spirit Shop Operations Manager

Overview:

The Summit Country Day School is a Catholic independent school minutes from downtown Cincinnati. Affiliated with The Sisters of Notre Dame de Namur, we offer a coeducational experience for students from 18 months through grade 12. Our mission is to educate leaders of character across five pillars, spiritually, academically, physically, socially and artistically.

Reporting through Assistant Head of School for Advancement and Community Engagement, the **Spirit Shop Operations Manager** is a part-time employee (approximately 20 hours per week) who manages day-to-day operations, drive sales, maintain inventory, and manage branding in accordance with guidelines established by the School. The selected individual will be responsible for purchasing and pricing inventory, streamlining processes, reducing overhead, and increasing revenue for The Summit. This role collaborates with Summit's Business Office for accountability to budget and financial processes. The Operations Manager works with customers as a representative of The Summit, providing a positive point of connection for families.

Responsibilities:

- Lead daily operations of the store during regular business hours and occasional after-school or special in-school events (held about 4-6 times per year) throughout the year.
- Work with vendors to design and order new merchandise.
- Manages third party vendor relationship for custom designed apparel (Rockitwear)
- Coordinates branding opportunities with Marketing and Communications leadership.
- Responsible for meeting goals for Key Performance Indicators (KPI) established by the School.
- Develop and maintain a list of order lead times by vendor/item, including time required to develop and approve artwork changes.
- Receive new merchandise, reconcile to packing slips and purchase orders and submit invoice for payment to the school accounts payable department.
- Process new merchandise through the Square Retail software, tag and display items appropriately in the shop.
- Develop a marketing plan and schedule, create and execute a strategy for pricing and discounts.
- Reconcile Credit Card purchases to Merchant Services Reports.
- Provide data to and review of monthly reporting with Business Office.
- Perform physical inventories.
- Maintain adequate office/shop supplies necessary for daily operations.
- Respond to requests from School for special merchandise, POS reports, etc.

- Trains and leads a team environment of Summit community volunteers who assist with shop operations during store hours and other spirit shop projects.
- Manages the Resale Shop (gently used uniform and spirit wear store) collections and operations with volunteers.
- Works with other Summit departments, community groups and clubs to develop spirit wear options.
- Seeks customer feedback on spirit shop opportunities.
- Perform other duties as assigned.

Qualifications:

- Bachelor's degree from an accredited college/university.
- Previous retail experience recommended.
- Proficient in the following software applications: (Currently Square Retail and MS Suite.
- Knowledge of retail store financial benchmarks and operational best practices, preferred.
- Strong verbal and written communication with a diverse range of people.
- Creative, innovative, collaborative and customer-service oriented