



## NATIONAL LAW ENFORCEMENT OFFICERS MEMORIAL FUND

MEMORIAL | MUSEUM | OFFICER SAFETY & WELLNESS

### National Law Enforcement Officers Memorial Fund Job Description

<b>Position:</b>	Director of Retail Operations
<b>Reports to:</b>	Executive Director
<b>Direct Reports:</b>	Retail Manager

The purpose of the National Law Enforcement Officers Memorial Fund (NLEOMF) is to honor the role of law enforcement, in service to society, by recognizing the sacrifices and valor of law enforcement, educating the community, and making it safer for those who serve. As the leading authority on all line-of-duty-deaths, we play a significant role within the law enforcement community by communicating the tragic loss of officers' lives and creating the solutions for reducing the number of fallen officers each year. Additionally, we work to engage the public on the impact of being an officer and the evolution of the law enforcement profession through the stories of officers throughout the history of the United States.

The Director of Retail Operations (DRO) will supervise NLEOMF's retail strategy and operations, provide encouraging leadership and communication to the retail organization which includes a store in the National Law Enforcement Museum and a growing ecommerce platform, while developing a progressive-minded retail vision in alignment with our growth and community impact. The DRO is integral to ensuring our success by leading a critical department that generates valuable revenue for the organization and engages our audience by providing products that are relevant to law enforcement officers and allows our loyal supporters to wear and share our brand across the US generating much needed awareness for our mission and cultivating future supporters.

This role is responsible for managing the organization's inventory and leading annual audits, implementing customer service standards for all retail staff, identifying new products and managing all vendor relationships, and leading retail marketing to grow our customer base and generate increased revenue year over year. The person in this role will stay on top of innovative, omni-channel retail digital technology and consumer experience journeys for the stores – and partner closely with our Digital Team.

## Primary Areas of Responsibility:

- Actively define and be responsible for the delivery of a strategic roadmap for retail operations, to improve the consumer experience.
- Possess deep understanding of the competitive environment and proactively identify new and effective strategies and tactics to improve performance.
- Deliver results and advance strategic direction by ensuring cohesive operations and continuous process improvement.
- Exhibit constant focus on shaping retail operations by anticipating near and long-term business issues.
- Serve as talent champion by actively mentoring and developing an outstanding leadership team passionate about ensuring the highest-level of employee engagement.
- Lead and engage team consisting of 1 Retail Manager, 1 Lead Retail Associate, and 5 part-time retail associates.
- Demonstrate Leadership, Cultural, and Behavioral Standards.
- Serve as a leader with vision, while collaborating with colleagues to achieve organizational objectives.
- Build and champion a culture of organizational maturation and growth—one that values improvement of business processes, thereby boosting execution, effectiveness, and ability to scale to meet expectations.
- Create a climate in which people are encouraged to continuously grow and apply new skills.
- Conduct sales and productivity analyses and forecasts and initiate appropriate action to achieve strategic and financial goals.
- Develop and implement strategic and business plans for retail operations in collaboration with the Executive Director and Retail Manager.
- Lead the retail marketing strategy and implementation in collaboration with Manager of Digital Marketing
- Lead all product buying and maintain and build vendor and customer relationships.
- Work with the Finance Manager to oversee cash-handling procedures and maintain accurate counts and financial records. Supervise point of sale and online transaction and register closeouts.
- Inspect and monitor the Museum Store to ensure that the facility is in good conditions and that visitors are properly served.
- Provide ongoing documentation as required to communicate institution wide understanding of customer trends.
- Other activities as may be assigned.

## Knowledge/Skills/Abilities:

- 5-7 years of demonstrated success in retail management, preferably in the tourism and/or apparel industry leading a brick-and-mortar retail operation and ecommerce platforms.
- Track record of coaching, mentoring, developing, and motivating peak performance
- Demonstrated cultural competence through awareness, attitude, knowledge, and skills to work optimally with diverse group of employees and consumer populations.
- Driven, fact-based, results-oriented and collaborative with a consistent track record for leading, aligning, and developing teams against objectives.
- Extensive work with executive leadership teams on topics to include:
  - People and Leadership Development
  - Communications
  - Emerging Retail trends and technologies
  - Real-time analytics
- Experience in a managerial role, mentoring, supervising and fostering accountability.
- Experience with point of sale or database software required.
- Demonstrated ability to take initiative and handle multiple tasks.
- Exemplary verbal, written communication, and project management skills.
- Demonstrated success in driving process improvements and change.
- Solid understanding of retail technology platforms and systems
- Knowledge of inventory management

## Working Conditions:

- Must be able to lift 50 pounds.
- Position requires frequent, sustained periods of sitting, as well as standing and movement.
- Work is performed on-site in Washington, DC.
- Position will involve an increased workload during the National Police Week.
- Must be able to work evenings and weekends as needed.

To apply, please send a resume and cover letter explaining your interest in the position and how your experience and training fit the position responsibilities to [resume@nleomf.org](mailto:resume@nleomf.org). Salary requirements must be included.