



Old North Illuminated
dba Old North Church & Historic Site
Job Description: Retail Operations Manager

The Position

The Retail Operations Manager will manage the retail stores, online store, and ticket booth at the Old North Church & Historic Site in Boston's North End neighborhood. To be successful in this role, you must be sales-driven, with extensive retail/customer service experience, an effective and warm team leader, detail-oriented, and accustomed to working within a small team.

Old North Church is one of Boston's most visited historic sites. The enduring fame of Old North began on the evening of April 18, 1775, when church sexton Robert Newman and vestryman Capt. John Pulling, Jr. climbed the steeple of Old North Church and held high two lanterns as a signal from Paul Revere that the British were marching to Lexington and Concord by sea across the Charles River and not by land. This fateful event ignited the American Revolution. Old North Church welcomes 200,000 visitors each year and millions more pass by on the Freedom Trail

The Retail Operations Manager reports directly to the Director of Retail and Operations. This position will be the central person who oversees the retail and admissions sales team, cultivating a positive internal culture for the staff and ensuring exceptional customer service for our visitors.

Responsibilities will include:

Retail and Business Management

- Strategize with the Director of Retail and Operations to ensure that annual retail revenue goals are achieved.
- Collaborate with the Visitor Experience Manager, ensuring that admission and tour goals are achieved.
- Manage inventory control, including receiving and processing incoming orders.
- Online store management, including order fulfillment.
- Perform shop management functions, including but not limited to opening and closing the store, point of sale management, managing the sales floor, coordinating the break schedule, and general shop upkeep.
- Consistently review store merchandise, including product placement, rotating displays, and moving products to achieve optimum sales.
- Manage physical year-end inventory.
- Provide administrative support such as processing incoming checks, handling cash, and making bank deposits.

Supervision and Leadership

- Manage and support ONI's retail and admission sales team, including supervising, scheduling, and hiring an 8-15 member seasonal staff.
- Provide staff with job skills training (point of sale software, ticketing software, ticketing protocols, etc.).
- Provide the admissions sales team with the tools they need to reach their daily sales goals.
- Work closely with the Visitor Experience Manager to ensure that all retail and admission staff are trained on the visitor experiences that we offer.

- Provide administration such as payroll management and maintaining accurate employee records.
- Provide a comprehensive and organized on-the-job training program, followed by ongoing performance feedback and correction as needed.
- Cultivate a positive working culture that reflects ONI's values and supports ONI's goals across the organization. Support colleagues in special projects and events as needed.

Characteristics Required:

- Minimum of 2 years retail management experience in a high volume retail environment
- Demonstrated extensive customer service experience
- Experience hiring and training
- Creative merchandiser
- Must enjoy being on the sales floor supporting staff and customers
- Ability to work occasional nights to support events and site operations
- Ability to meet the physical demands of managing the shop, such as going up and downstairs, lifting, and carrying boxes up to 50 lbs
- 2024 schedule will be Tuesday-Saturday, 40 hours per week. Subject to change in 2025. Managers share the responsibility of staffing holidays and take comp days for holidays worked.

Job Type: Full-time

Salary: \$50,000 to \$55,000 / year

Compensation and Benefits: ONF offers its staff a robust compensation and benefits package including health and dental benefits, long-term disability and life insurance, and a retirement plan with an employer match of up to 9%.

To apply:

Please provide your resume and answers to the following questions.

1. How would you describe your management style?
2. What do you enjoy most about working in retail?
3. What is your least favorite thing about working in retail?
4. Share three questions that would be part of your interview when interviewing retail sales associates.

Please send to Pamela Bennett, Director of Retail and Operations, at jobs@oldnorth.com. Applications will be accepted until the position is filled.

The Organization

[Old North Illuminated \(ONI\)](#) inspires active citizenship and courageous, compassionate leadership by interpreting and preserving the Old North Church & Historic Site. Old North Illuminated serves a wide audience by creating meaningful experiences through educational outreach, site-specific programming, and historical analysis. Old North Illuminated, (formerly the Old North Foundation of Boston, Inc). was established in 1991 as a 501(c)(3) non-profit organization independent of Christ Church in the City of Boston (the Episcopal congregation of Old North Church). Learn more at www.oldnorth.com.

Old North Illuminated believes that:

- Bravery, patriotism, and active citizenship come in many forms. These acts can inspire both large-scale and local change.

- Education and respectful dialogue are key to building a more perfect union that reflects the promise of liberty and justice for all.
- Becoming an anti-racist organization will require active engagement with the legacy of slavery at Old North Church and the ongoing burdens of slavery and racism in our country.
- By preserving and sharing history, space, and stories, we shape our future.

Old North Illuminated is an equal-opportunity employer and welcomes a diverse pool of candidates in this search.