



## **JOB DESCRIPTION-DIRECTOR OF RETAIL OPERATION**

### **General Description/Primary Purpose:**

The Director of Retail Operations directs and oversees retail store operations while implementing policies and procedures to increase operations effectiveness and maximize long-term store performance. The Director of Retail Operations is responsible for managing and marketing all retail operations, ensuring financial objectives, and providing training and oversight of Murray State College retail employees and student internships. The Director of Retail Operations reports to the Vice President of the Ardmore Campus.

**Classification:** Full-time, Exempt Staff

**Salary:** Salary commensurate with experience and qualifications, plus full fringe benefits.

**Appointment:** 12-month appointment

### **Overview:**

Murray State College is a small, open-door community college that provides personal growth and professional success opportunities to students of all educational backgrounds. Employees at Murray State College will flourish in a family-like environment that offers collegiate support and opportunities for advancement.

Located in the heart of the Chickasaw Nation, Murray State College's service area comprises small towns with a low cost of living and numerous natural attractions offering fishing, hiking, and camping. Conveniently located within a two-hour drive of Dallas and Oklahoma City, Murray State College offers the best of both worlds: small-town life with access to big-city offerings.

### **Description of Job Functions:**

1. Manage day-to-day retail operations, both physical and online.
2. Responsible for buying, maintaining inventory, and analyzing inventory sales.
3. Responsible for managing and training retail employees.
4. Create strategies to maximize profits for all retail stores.
5. Promote a learning environment for student internships to learn all aspects of retail store operations.
6. Evaluate the effectiveness of merchandise sales and review the retail stores' financial performance.

7. Manage the budget of the retail stores.
8. Manage the branding and marketing of all retail stores.
9. Promote a culture that encourages productivity and innovation.
10. Create a strategy for the customer experience, employee experience, visual standards, and operational processes.
11. Collaborate with the event coordinator on rental spaces owned by Murray State College and assist when necessary.
12. Assist with Murray State College events and coordinate community appreciation, sponsorship, and fundraising gift baskets.
13. Have a passion for being a part of a team-oriented, mission-driven, academic culture.
14. Perform duties as assigned by the VP of Ardmore Campus.
15. Maintain NIMS training as required, including the IS-700.a and IS-100.HE tests
16. To meet objectives of virtual work-related situations and/or extended periods when working from home, all faculty and staff must have access to 24/7 reliable off-campus Internet.

### **Required Knowledge, Skills, and Abilities**

Individual must possess these kinds of knowledge, skills, and abilities or be able to explain and demonstrate that they can perform the job's essential functions, with or without reasonable accommodations, using some other combination of skills and abilities.

- Requires excellent written, verbal, and interpersonal communication skills.
- Requires a self-motivated, enthusiastic, and community-driven person with a positive attitude and readiness to be a team player.
- Requires the knowledge to manage the day-to-day operations needed to run and scale a physical and online retail business.
- Requires knowledge of purchasing merchandise, store design, sales, marketing, and inventory management.
- Requires logistics and order fulfillment knowledge to sell and deliver products to customers who order through e-commerce.
- Requires knowledge of a point-of-sale system and its potential to process payments, track inventory, increase efficiency, run reports, and improve customer management.
- Valid Driver's License is required.

### **Hours:**

Generally, weekday hours (Monday through Thursday) are 8:00 a.m. to 5:00 p.m., and Friday hours are 8:00 a.m. to noon. However, occasional early morning, evening, and weekend hours may be necessary.

## **Qualification Standards:**

- 1. Minimum Educational Qualifications:** Bachelor's degree in Business or other related areas and/or other combination of education and experience required.
- 2. Minimum Experience:** Three years experience in retail management.
- 3. Professionalism:** The Murray State College staff members are expected to show professional competence, integrity, and enthusiasm in performing all responsibilities.
- 4. Image:** Murray State College employees are expected to maintain a neat, well-groomed, professional image while performing their responsibilities.
- 5. Background Check:** The successful candidate must give permission to have a formal background check conducted and employment is contingent upon the results of the national criminal and sex offender background check

## **Application Process:**

1. Letter of application.
2. Resume.
3. Unofficial college transcript(s). NOTE: Official college transcript(s) required upon employment.
4. Completed MSC employment application.
5. Submit a Background Check Consent Form

## **Submit Application to:**

Human Resource Office  
Murray State College  
One Murray Campus, Suite AD 104  
Tishomingo, Oklahoma 73460  
MSCemployment@mscok.edu

## **Application Deadline:**

Position will be filled when an acceptable candidate is identified.

**MSC participates in E-Verify.**

MURRAY STATE COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER. Murray State College, in compliance with Titles VI and VII of the Civil Rights Act of 1964, Executive Order 11246 as amended, Title IX of the Education Amendments of 1972, Americans with Disabilities Act of 1990, and other Federal laws and regulations, does not discriminate on the basis of race, color, national origin, sex, age, religion, handicap, or status as a veteran in any of its policies, practices, or procedures. This includes but is not limited to admissions, employment, student financial aid, and educational services.