



## **JOB DESCRIPTION-RETAIL STORE MANAGER**

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

The Retail Store Manager oversees the daily operations of the Tishomingo **Murray on Main** and the **Murray on Campus** retail store, ensuring exceptional customer service, efficient operations, and strong financial performance. This role requires leadership, organization, and creativity to enhance the shopping experience while supporting Murray State College's mission.

**Classification:** Full-time 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. Oversee daily operations of **Murray on Main** and **Murray on Campus** retail locations.
2. Responsible for buying, maintaining inventory, and analyzing inventory sales.
3. Maintain optimal store presentation, ensuring cleanliness, organization, and attractive merchandising.
4. Monitor inventory levels, place orders, and coordinate stock replenishment.
5. Ensure compliance with college policies, retail regulations, and financial procedures.
6. Provide excellent customer service and ensure a positive shopping experience.
7. Train and mentor staff on customer service best practices.
8. Build relationships with students, faculty, and the local community to promote store engagement.
9. Support college events and community initiatives by coordinating store participation.
10. Recruit, train, and supervise store employees, including student workers.
11. Schedule and manage staffing to ensure adequate coverage.

12. Conduct performance evaluations and provide feedback for professional development.
13. Monitor and analyze store sales performance, expenses, and profitability.
14. Manage cash handling, reconcile sales reports, and ensure accurate financial transactions.
15. Prepare sales, inventory, and store performance reports for leadership review.
16. Implement promotional campaigns to drive sales and brand awareness.
17. Collaborate with college marketing teams to enhance visibility.
18. Design and update product displays to attract customers and optimize sales.
19. Promote a learning environment for student internships to learn all aspects of retail store operations.
20. Collaborate with the event coordinator on rental spaces owned by Murray State College and assist when necessary.
21. Assist with Murray State College events and coordinate community appreciation, sponsorship, and fundraising gift baskets.
22. Have a passion for being a part of a team-oriented, mission-driven, academic culture.
23. Complete all other duties as assigned.
24. 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.
25. Before or upon employment, the successful candidate must complete mandatory NIMS (National Incident Management System) General Role Training Modules, IS-100.C, and IS-700.B.

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

Individuals 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.

### **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 Qualifications:** Associate's degree in Business, Retail Management, or other related area. One year of experience in retail management and/or other combination of education and experience required. A valid Driver's License is required.
- 2. Preferred 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 be willing 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 transcript(s) required upon employment.
4. Murray State College employment application.
5. Background Check Consent Form

## **Submit the application to:**

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

**Application Deadline:** Review of applications will begin immediately and continue until filled.

### **MSC participates in E-Verify.**

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