

Campus Store Manager Position Description

The Faculty Student Association of Downstate Medical Center, Inc (FSA)'s Campus Store Manager is a dynamic retail manager position that leads all aspects of this relatively small campus store in its 53rd year of self-operated business, located in the Student Center at 394 Lenox Road, Brooklyn. Current store has approx. 900 sq ft and current annual sales of \$158K. The current Manager retired 12/31/23. The incumbent shall provide complete operational management of the physical store while migrating to a virtual or hybrid store.

SUNY Downstate is Brooklyn's only academic medical center and includes Colleges of Medicine and Nursing, Schools Health Professions, Graduate Studies, and Public Health, as well as the University Hospital of Downstate. Manager will lead a transition of physical store to both on-line and if deemed feasible, a limited campus spirit shop for campus spirit-wear, stationery, academic supplies and equipment resources, and sundry items. Position will ideally strive to increase sales that achieve a financially self-sustaining retailer that provides students, faculty, and staff a positive shopping experience.

Store Manager Duties and Responsibilities includes:

- Total management of the store to plan and lead sales increase from its current level, or associated cost reductions that now requires annual subsidy, to self-sustainability, including budget development and implementation.
- Lead the migration from a brick and mortar store to an on-line virtual store. Until a virtual store is achieved, the physical store requires management of:
 - o All store inventory consistent with sales: purchasing, controls, online and in-store sales and returns, vendor relations, payment processing and cash management and provide effective reports.
 - o Establishing most effective physical store hours and staffing levels, within FSA policies and procedures, manage ongoing visual merchandising, on-line website marketing, that increase sales wherever possible.
 - o Manage the Lightspeed Point of Sale system and store website maintenance, with enabled online consumer purchases, that promotes social media marketing.

Work with the Downstate community and organization, departments and clubs (faculty, students, staff, alumni, parents and vendors) to provide products including academic supplies, equipment, clothing and novelties with high standards of customer service.

Qualifications:

- College degree with 2 years of progressive retail management with supervision experience preferably in college environment, or 5 years retail experience in lieu of a college degree.
- Firm knowledge of retail operation and fiscal management, including retail point-of-sale systems, stock controls, budget preparation, reporting, retail in-store and online merchandising.
- Strong interpersonal communication and quality customer service skills to work effectively in a diverse community. Motivated and hard working with upbeat, friendly, and courteous style that fosters a cooperative work environment.
- Working knowledge of Lightspeed POS, Microsoft Office software, retail webpage design, and modern social media skills that match quality retail customer service needs.

Est Salary Range: \$45 – \$65K; **Hours:** On-site hours to be determined in consult with the selected candidate.

Interested candidates: Send (1) cover letter describing how your skills and experience matches to this position and (2) resume (3) **completed** [FSA Application](#) and (4) desired compensation to: FSABusinessOffice@downstate.edu

Benefits: Detail can be reviewed in [FSA Employee Handbook \(link\)](#).