

Corvette Store Manager



INCUMBENT: Vacant
REPORTS TO: Director, Sales & Guest Operations
LOCATION: Bowling Green, KY
STATUS: Full-Time, Exempt
DATE: Open Until Filled

DESCRIPTION

The Corvette Store Manager leads the charge in every aspect of the Corvette Store, located at the National Corvette Museum (NCM). This position leads day-to-day operations and plans for future success. The Corvette Store Manager drives operational excellence by setting the standard for amazing customer experiences, top-notch employee performance, and budget-beating sales. This position requires a passion for customer service and strong leadership skills while serving as a mentor and leader for all Corvette Store employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Direct the Corvette Store team by building trust, actively listening, and dedicating time to employee development.
- Establish a constant focus on the brand by continually driving engagement, knowledge, and passion for the brand across the store team.
- Create a goal-oriented selling culture that focuses on relationship selling, building a client base, and exceptional service.
- Maximize sales by creating world-class experiences for our customers.
- Implement continuous improvement methods that embody company purpose and values to inspire servant leadership.
- Provide oversight of all departments and staff of the Corvette Store including brick and mortar, eCommerce, Corvette show pop-up stores, buying, merchandising, shipping & receiving, customer service, and warehouse.
- Understand how all lines of business work within the Corvette Store and as part of the larger NCM campus.
- Drive vision, set direction, and ensure transparent communication with store employees, NCM leadership, and other NCM staff members.
- Maintain company and store merchandising standards, overseeing efforts to consistently present an organized, clean, and fun in-store experience.
- Drive profitable sales and business performance by meeting or exceeding established objectives in sales, expenses, general profit and loss categories, and other business metrics.
- Analyze data and business trends, past, present, and future, and review and report on weekly sales and performance of Corvette Store.
- Ensure Corvette Store staff are properly onboarded, trained, and developed for their role while providing appropriate feedback, recognition, coaching and development.

- Prepare annual operating budget for Corvette Store and work with the leadership team to ensure functions are carried out within parameters of budget throughout the year.
- Partner with other departments, such as IT and marketing, to ensure maximization of POS system, eCommerce site, and SEO trends and success.
- Perform regular managerial duties including scheduling of staff, performance reviews, etc.
- Responsibilities are not all inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE

- High School Diploma or equivalent required. Bachelor's degree preferred.
- 5+ years of experience operating/managing in similar environments.
- 2+ years of direct supervisory or management experience leading teams.
- Intermediate proficiency with Microsoft Office suite (Word, Excel, Outlook, PowerPoint).
- Understanding of retail systems and processes.

QUALIFICATIONS

- Ability to articulately convey the Corvette brand and brand language.
- Understands customer service principles and how to provide an excellent customer experience.
- Ability to multitask and pay strong attention to detail in a fast-paced and high-urgency environment.
- Ability to evaluate and solve problems effectively.
- Ability to understand how the business works including key business drivers, important company strategies, competition, and financial data impacting both the department and organization.
- Ability to lead by example and develop the skills and capabilities of direct reports to ensure goals are met.
- Strong work ethic and unquestioned personal and professional integrity.
- High level of commitment to team and company values.
- Strong attention to detail, establishing priorities, and following instructions.
- Valid state driver's license required.

ESSENTIAL PHYSICAL REQUIREMENTS

- Must have sufficient mobility to regularly stand, bend, reach, push, pull, lift, carry, and walk throughout the store.
- Ability to lift and carry 30+ lbs. and push/pull 50+ lbs.