**Wisconsin Council of the Blind & Visually Impaired**

**Store Manager**

Formed in 1952, the Wisconsin Council of the Blind & Visually Impaired (WCBVI) is a statewide non-profit organization that provides services directly to the blind and visually impaired community, as well as community education, awareness and advocacy programs. WCBVI is seeking to hire a qualified store manager for our Sharper Vision Store*.*

This is a full-time, exempt position based at the Wisconsin Council of the Blind & Visually Impaired, 754 Williamson St, Madison, WI 53703.

**Position Summary**

The Sharper Vision Store is a retail outlet, providing adaptive devices and equipment for those experiencing vision loss and blindness, under the umbrella of the Wisconsin Council of the Blind & Visually Impaired. The store manager provides exemplary customer service and education to individuals, their families, other agency representatives and the general public. The store manager is a member of the leadership team and reports directly to the CEO/Executive Director.

**Primary Responsibilities**

* Manage all sales and shipping duties for the Sharper Vision Store.
* Provide education and technical assistance with in-store customers, on the phone and through email.
* Establish selling prices under Council policy and maintain an accessible pricelist.
* Process purchase orders for store products.
* Initiate invoices for both taxable and nontaxable sales.
* Manage the inventory and product display areas.
* Purchase, evaluate and price compare products from multiple vendors.
* Resolve any concerns customers may experience with equipment or services.
* Maintain the Sharper Vision Store portion of the website.
* Collaborate with the communications department on Sharper Vision Store promotions and the print catalog.
* Prepare and deliver presentations to community groups and at vendor fairs.
* Participate in Council-sponsored events.

**Skills and Attributes**

* Demonstrated ability to work with individuals in a patient, empathetic, and understanding manner.
* Clear and effective verbal and written communication skills.
* Maintain confidentiality of information.
* Knowledge of and demonstrated skills with vision related products strongly preferred.
* Experience with vision related services and organizations beneficial.
* Spanish-speaker valued.
* Extremely well-organized and able to maintain multiple projects.
* Motivated to lead by example, coach to support excellence and collaborate across all levels of the organization and with community partners.
* Committed to inclusivity in working with diverse populations.
* Dedicated to on-going learning and continuous improvement.

**Education and Professional Experience Requirements**

* Minimum of five (5) years retail or customer service experience, including management/assistant management.
* Knowledge of and experience using accounting software, preferably QuickBooks.
* Bachelor’s Degree preferred.

Occasional evening and potential Saturday hours can be expected. Must pass a criminal background check.

The Wisconsin Council of the Blind & Visually Impaired is an equal opportunity employer. People with disabilities, women and people of color are strongly encouraged to apply.

WCBVI offers an attractive benefit package. Pay is commensurate with duties and experience and with similar positions in the nonprofit sector.

**To Apply**

Submit cover letter, highlighting pertinent experience and training along with a resume by Wednesday, May 9 at 4:30 p.m. Applications are to be submitted in MS Word and emailed to djess@wcblind.org. Anticipated start date is May 29, 2018.