



DELAWARE TRIBE OF INDIANS

JOB DESCRIPTION

Reviewed and Approved: 10/25/2023

Position:	Lenape Reserve Manager
Department:	Lenape Reserve
Employment Status:	Regular
Class:	Full-Time
Location:	Bartlesville, OK
Immediate Supervisor:	Tribal Operations Manager

GENERAL DESCRIPTION:

The Lenape Reserve Manager for the Delaware Tribe of Indians serves as the face of The Lenape Reserve and is responsible for the overall management and operation of the gift shop. The Manager must be friendly, personable, and willing to learn about Lenape Culture to answer customer questions.

QUALIFICATIONS:

High School Diploma or GED and 3 years of successful related experience in retail sales.

Requires a high level of personal integrity and ethics.

Requires a high level of problem solving, accuracy, and organization skills

Proficiency in sales and inventory software.

Requires willingness and ability to learn new skills.

Requires good interpersonal, communication and teamwork skills.

Requires a high level of confidentiality.

Excellent customer service.

Must be familiar with POS systems and how they operate.

Familiarity with social media and willingness to advertise and increase visibility within the community.

Must be familiar with ecommerce and operating a website.

Familiar with Microsoft 365.

Requires excellent verbal and written communication skills.

DUTIES AND RESPONSIBILITIES;

Responsible for the day-to-day operations of the store, whether brick and mortar or ecommerce. This includes preparing short- and long-term annuals goals and objectives for store.

Developing and implementing policies and procedures including, but not limited to, store policies, buying policies, credit policies, customer service policies (returns, exchanges, layaways, etc.), housekeeping policies, security policies, cash handling policies, inventory, shoplifting, etc.

Planning merchandise displays and shop appearance.

Buying and reordering merchandise, while coordinating the quality and types of merchandise that best meets the needs of the customers.

Maintaining accurate pricing, taking markdowns when necessary, taking extra markups when possible.

Maintaining adequate inventory levels necessary to increase sales, as well as, leading and directing year-end physical inventory.

Scheduling, organizing, and presenting special events and promotions throughout the year to maximize sales and therefore revenue.

Preparation of monthly reports that will accurately reflect the activity of the store for the month including the beginning and ending balances in the budget, as well as reporting profit and loss for the month.

Must be cross trained in duties of all other employees within the store.

Other duties as assigned by the Executive Director of Tribal Operations.

INDIAN PREFERENCE POLICY:

In accordance with the Indian Preference Act of 1934, (Title 25, USC, Section 47), Indian Preference will be observed in hiring.