

Assistant Store Manager – PiPH at PDX

Paper Epiphanies also known as **PiPH** is a card, art and gift brand that celebrates the wild rebellion of women.

We are looking for an **Assistant Store Manager for our new PiPH at PDX** location of the Coolest Card Store in the World! The PiPH at PDX Store will be home to all the best cards, gifts, stationery and paper goods that Portland has to offer.

Characteristics of all PiPH Posse Store Team Members:

- Positive attitude, sense of humor, enthusiasm to learn
- Love of paper products – especially ours and the willingness to become a brand advocate for PiPH
- Retail know-how with quality retail sales experience
- Motivation to go above and beyond and wear many hats
- Creative spirit, eye for detail and aesthetics
- Loyal, team player looking to grow with PiPH

The Job Deets!

This position is responsible for supporting the PiPH GM in managing the daily business operations of the PiPH at PDX store. They provide direct supervision of employees, and complete management and organizational tasks that support the efficiency of the store. Duties include managing Retail Associates, training new employees, tracking all product inventory, coordinating with operations to facilitate supply orders, and upholding safety and cleanliness standards.

Skills and Qualifications:

- Proven performer in achieving individual and team sales goals
- Ability to juggle multiple tasks with care
- High school diploma, GED or equivalent education.
- Minimum three years in a specialty retail or retail sales environment.
- Minimum two years in a retail supervisor or leadership role.
- Ability to work full time including variable hours including early mornings, evenings, weekends and/ or holidays.
- Awesome people skills and the ability to foster strong relationships with team members, customers, and vendors.

Key Duties

1. Supervises and manages all aspects of daily and weekly store operations in collaboration with the General Manager.
2. Assists the Store Manager in recruiting, hiring, training, and managing store staff to achieve store sales, control expenses, and protect company assets.

3. Supports the performance management and accountability of Retail Associates by coaching and providing constructive performance feedback in collaboration with the Store Manager.
4. Cultivate a dynamic store environment that aligns with company core values and inspires customers

Daily Duties

1. Cultivate a dynamic store environment that aligns with company core values and inspires customers - this is listed twice on purpose. Our stores are inspirational and we expect our managers to embody that.
2. Collaborates with the GM and PiPH Leadership in setting and achieving store and team specific goals.
3. Maintain company policies and procedures with high attention to detail
4. Cultivates a safe, fun, badass work environment that aligns with PiPH Core values
5. Monitors and captures sales and performance metric data and makes recommendations for improvements.
6. Ensures all merchandising meets brand standards and is maximizing dollars per square foot earning potential.
7. Manages all cash handling/payment processing without error, minimizing profit loss, correctly documenting any errors, and following up appropriately when needed.
8. Tracks and resolves inventory issues on site using established processes and systems created by our corporate operations team.
9. Communicate with GM + Operations Manager to facilitate supply orders and reorders based on current business needs while controlling costs.
10. Execute in-store marketing events and promotions as needed – likely quarterly.
11. Supports GM in writing team schedules and staffing plan while meeting set labor budgets.
12. Resolves customers issues and complaints effectively and in alignment with brand values.

Physical Demands

1. The employee will be standing for hours at a time. This roll will also regularly walk, use their body, hands, feet, fingers to balance, kneel, stoop, reach and move to restock products, gather items and care for the environment as necessary.
2. The employee needs to occasionally lift and or move up to 40 pounds and must frequently lift up to 12 pounds.

PiPH Perks + Benefits

- \$44,000 - \$48,00/annual, salaried non-exempt (eligible for overtime) depending on experience
- PTO starting at 80 hours per year, eligible for use after 90 days of employment
- Medical Benefits (Health Insurance (robust program including mental health coverage, acupuncture, chiropractor, massage and more), Vision Insurance + Dental Insurance)

- 50% employee discount
- Trimet Stipend
- Creative Arts Stipend
- Charity Volunteer Stipend
- 501c3 Donation Match