

Retail & Events Coordinator

Our mission: We garden to create, share and apply plant wisdom in our world.

Job Summary

The Retail & Events Coordinator is responsible for overseeing the Gift Shop experience to ensure a positive guest experience and an efficient retail environment. Key responsibilities include selecting and purchasing merchandise, managing sales, inventory, customer service, and volunteer staff, while also maintaining financial accountability. In addition to retail operations, a key part of the position is assisting with the planning and execution of programs, events, and activities hosted by SDBG, ranging from public celebrations to specialized gatherings for targeted audiences. Success in this role requires excellent social skills in working with high-level stakeholders, strong organizational skills, attention to detail, and the ability to manage multiple priorities in a fast-paced environment. This is a full-time position reporting to the Chief Operations & Advancement Officer.

Essential Requirements

- Experience in retail management, preferably in a non-profit or gift shop setting.
- Knowledge of inventory management, and vendor relations.
- Knowledge of POS systems and merchandising, strongly preferred.
- Basic understanding of sales reporting and budgeting.
- Strong organizational and time-management skills.
- Ability to lead volunteers and work collaboratively.
- Ability to negotiate and build relationships with suppliers.
- Ability to work independently and within a team environment, while remaining flexible and adaptable.

Compensation

- **Salary: \$23/ hr.**
- **Full- time/ hourly non-exempt**
- Benefits:
 - 401(k) matching
 - Dental insurance
 - Employee assistance program
 - Employee discount
 - Flexible spending account
 - Health insurance
 - Life insurance
 - Paid time off



JOB POSTING

- Retirement plan
- Vision insurance

Job Type: Full-time, on-site

Location: Encinitas, CA

Essential Functions

Gift Shop:

- Maintains organized product files (proposals, contracts/agreements, quotes, performance reports, etc.).
- Maintains an aesthetically pleasing and organized shop layout to enhance guest experience.
- Manages inventory, including ordering, receiving, pricing, and restocking products.
- Track sales trends and adjust inventory to meet customer demand.
- Assist in budgeting, pricing strategies, and financial reporting to meet revenue goals.
- Facilitates training for gift store volunteers including the point of sales system, guest service, products available in Gift Shop.
- Collaborates with the Guest Service and Membership Team to provide incentives for purchasing and driving members to the gift shop.
- Collaborate with the Volunteer Coordinator to ensure Gift Shop shifts are staffed with volunteers, accounting for high volume periods.
- Analyzes daily sales numbers and provides insight into customer behavior as it relates to purchasing power.

Events:

- Assists with event logistics including setting up meetings, taking notes, updating standard operating procedures, creating staffing plans and volunteer requests, sending event fact-sheets to staff, reserving venues, online ticketing, audio/visual needs, vendor set-up, etc.
- Supports cross-departmental event planning meetings, is responsible for onsite catering needs, coordinates linen and equipment requests.
- Coordinates with vendors and contractors to get necessary paperwork (signed agreements, W9, invoices, permits, etc.) as needed.
- Completes necessary steps to get permit approval (ie. food handling, alcohol and beverage, etc.) and ensures compliance with current city, county, and state laws.

Education and Experience

- High School Diploma
- Experience working with volunteers, strongly preferred.
- Non-profit experience preferred.
- Bilingual Spanish preferred.

Work Environment

- Working at a desk (sitting or standing) in an office and at the Gift Shop
- Frequent work in onsite storage areas
- Pass a background check.
- Must possess a valid driver's license.
- Availability to work occasional evening or weekend day to support Garden events.

Physical Requirements

- Ability to perform light physical work including carrying office and gift shop supplies.
- Ability to lift up to 30 lbs.
- Ability to walk or drive a golf cart between departments and Gift Shop (37-acre property).

SDBG Diversity Statement

San Diego Botanic Garden is committed to creating, maintaining and growing a welcoming and inclusive environment. Just as our natural world relies on plant diversity, we believe that cultivating diversity amongst our staff and volunteers contributes to a flourishing Garden. We are dedicated to ongoing conversations as we celebrate and support the unique attributes of all people.