



Job Title: General Manager

Location: National Bighorn Sheep Center, 10 Bighorn Lane, Dubois, WY

Desired Start Date: April 1, 2020

Work Schedule: Part-time Position (15-32 hours/week). Position requires the applicant's ability to work regular business hours, plus occasional evenings, weekends and special events. Flexible scheduling based upon staffing needs.

Compensation: starting at \$13/hour; Employer-matched simple IRA benefit potential after one-year employment.

Organizational Background:

The National Bighorn Sheep Center (NBSC) is a 501(c)3 nonprofit organization based in Dubois, Wyoming. Founded in 1993, our mission is to educate the people about Bighorn Sheep and the conservation of wildlife and wild lands. The National Bighorn Sheep Center features dioramas with full-scale taxidermy mounts, interactive exhibits about wildlife management and opportunities for guided wildlife tours and special events year-round.

We are a team of leaders and educators who are passionate about wildlife and in particular, bighorn sheep. We teach children and adults alike, from visiting tourists to local residents the value of wildlife and bighorn sheep, and we promote wildlife habitat conservation through our educational exhibits, outreach efforts and special events.

Summary of Position:

The General Manager works closely and collaboratively with the Executive Director, Education Manager and/or other staff and volunteers to manage the gift shop, support membership and donor development, coordinate and implement outreach and marketing, and provide quality visitor services. We are seeking a highly motivated individual who is experienced in the nonprofit sector, who works well independently and as part of a team. Prior experience in the following areas is preferred:

- Management, coordination and promotion of gift shop (physical and ecommerce), maintenance of gift shop inventory and volunteer, fellow staff and customer relations;
- Outreach and marketing skills (including WordPress website management, social media, advertising and online member communication tools) and general office support;
- Membership and donor engagement and management (including donor database management experience);
- Friendly visitor services and/or wildlife interpretation with strong people, communication and organization skills.

Position Responsibilities & Scope:

- Primary role and responsibilities:
 - Supervise front desk visitor services (~25-50% based on season)
 - Opening and closing of Center and working at the front desk during business hours
 - Train and supervise staff and volunteers to collect admission fees and payments for gift shop and fundraising donations through the Point of Sales system
 - Welcoming visitors, taking admissions and waiting on customers in the gift shop with a strong commitment to welcoming, encouraging and engaging with people of all backgrounds
 - Provide basic wildlife and bighorn sheep biology information as well as information about the local area and NBSIA's mission in a polite and professional manner
 - Manage gift shop operations (~25%)
 - Find, select and purchase appropriate inventory for the gift shop, keeping within budget parameters
 - Track inventory to determine profitable and unprofitable items
 - Review invoices from vendors of shop inventory and pass to bookkeeper for payment
 - Maintain relationships with vendors and maintain regular contact with consignors of merchandise
 - Maintain monthly records of consignment sales and request payment from bookkeeper



- Consign new merchandise from local artist and craftsman when appropriate
- Handle sales and shipping of orders placed via website, telephone or mail
- Manage and maintain Point of Sales system (currently Gift Logic)
- Supervise staff and volunteers to create and maintain merchandise displays, re-stock and label merchandise, track inventory, make sales, provide customer service, open, close and balance registers and prepare bank deposits
- Coordinate and manage outreach and marketing of special events and programs, including enhancing special event and program marketing and awareness of our exhibits, special events, educational program and volunteer opportunities (~25%)
 - Serve as lead staff person for planning, overseeing and executing NBSIA's online presence in a way that engages people with our mission. Specifics include:
 - Website: Overall quality control and content coordination for the site as a whole and ensuring that it is accurate, dynamic and current, maintains all elements of homepage, calendar, gift shop (ecommerce) and fundraising pages
 - Social media: Maintains NBSIA's Facebook and provides support to volunteer Instagram page manager, coordinates with volunteers and other staff to ensure sites are current and dynamic and reflect the current activities and happenings of NBSIA
 - Electronic newsletter: Assist and lead in planning, design, and distribution of e-newsletter and e-blasts on a regular basis
 - Print newsletter: Assist and lead in planning, design, and distribution of print newsletter
- Assist in membership and donor development efforts, including but not limited to database entry and maintenance, membership renewals and incentives, and donor relations (15%)
- Overseeing or supporting special events and other programs as needed (10%)
- Other duties will include assisting with general upkeep, maintenance and cleaning of the Center

Qualifications:

- Bachelor degree required, with at least one year of related or transferable experience
- Nonprofit fundraising experience and knowledge a plus, including grant writing and reporting, membership management and fundraising event management
- Willingness and ability to multitask in a busy, small staff space with regular interruptions and at times, in a stressful environment (i.e. at fundraising events, during busy summer visitation days, etc.)
- Ability to develop work plans, project budgets and manage projects
- Strong verbal and written communication skills as well as strong organizational and interpersonal skills
- Independently motivated with ability to work as part of a team
- Punctual and dependable
- Proficiently computer literate with both Windows and IOS (including Point of Sales systems, MS Word, Publisher, Excel, PowerPoint, Wordpress website management, membership/donor database management systems, social media, etc.)
- Be in good physical condition for occasional outdoor events and outings, changing exhibits and/or outreach activities
- Retail experience a plus
- Background with wildlife, interpretation, museums and exhibits, habitat conservation and/or outdoor education a plus

To apply: Please send a cover letter and a resume including three references to sara@bighorn.org. Position is open until filled.