

## **The Los Angeles Philharmonic Association is currently seeking a: Retail Manager – Hollywood Bowl**

Founded in 1919, the Los Angeles Philharmonic Association's mission is to perform, present, and promote music in its varied forms at the highest level of excellence to a diverse and large audience, both at the Walt Disney Concert Hall and the Hollywood Bowl. The Los Angeles Philharmonic Association is dedicated to continuing its pre-eminent status in the music world of the 21st century.

### **Position Summary:**

The Retail Manager, Hollywood Bowl, reporting to the Director, Retail Services, is responsible for a range of day-to-day retail functions including retail operations, customer service, staff management, inventory control and retail merchandising at the iconic music venue.

### **Position Elements:**

Store Operations and Management:

- Full range of management responsibilities including organizing and directing work of staff, recruitment, training and performance feedback
- Operates stores to ensure compliance with LA Phil standards, policies and procedures including opening/closing duties and ecommerce fulfillment
- Assists on sales floor and serves as a role model for selling behavior and customer service.
- Maintains store appearance and product presentations
- Serves as Manager on Duty for customer service matters, responds and resolves issues to customer's satisfaction.
- Develops thorough knowledge of point of sale software and hardware. Ensures timely resolution of point of sale technical issues.
- Receives incoming shipments, reconciles mis-shipments, damaged goods and returns to vendor
- Completes accurate inter-store transfers between locations
- Ensures the retail team is fully versed about all LA Phil programs and the relevant supporting products
- Other duties as assigned

### **Position Requirements:**

- Part time, average 29 hours per week, flexible schedule, regularly work evenings, weekends, and holidays as scheduled
- A minimum of 3 years' experience and proven success managing in a fast-paced retail environment
- Nature of the work requires physical activity. Ability to bend, stretch, stoop, stand, lift up to 35 lbs, pull weighted carts and walk (including stairs and hilly terrain) for up to the entire shift outside in summer temperatures
- Strong visual communication skills in a retail environment
- Demonstrated ability to meet deadlines, to multi-task and thrive in a retail environment
- Must be able to work collaboratively across teams and follow through on projects
- Strong verbal communication skills
- Required travel between the Hollywood Bowl and the Walt Disney Concert Hall
- Proficient in POS inventory control systems, Microsoft Office, Word, and Excel, some

- ecommerce experience a plus
- Knowledge and passion for music and LA Phil programming is a plus
- Dedication and commitment to engage in and promote diversity, equity, and inclusion within the staff, vendors, and within interactions with the surrounding community is a must
- Secondary language fluency preferred

**How to apply:**

Complete the online application by clicking [here](#).

- Complete the application with all pertinent information.
- At the end of the application, a confirmation page will appear when your submission has been successful

The Los Angeles Philharmonic Association will consider for employment qualified Applicants with Criminal Histories in a manner consistent with the requirements of the FCIHO.

**EQUAL EMPLOYMENT OPPORTUNITY POLICY**

The Los Angeles Philharmonic Association embraces and is committed to diversity and inclusion within our staff, musicians, guest artists, audiences, and surrounding communities. The Association does not discriminate on the basis of race, color, religion, religious creed (including religious dress and religious grooming), sex (including pregnancy, perceived pregnancy, childbirth, breastfeeding, or related medical conditions), sexual orientation, national origin, ancestry, citizenship, age, physical or mental disability, legally protected medical condition or information, genetic information, marital status, gender, gender identity, gender expression, military status, veteran status, or any other basis protected by federal, state, or local law. Consistent with the law, the Association also provides reasonable accommodation for disabled applicants and employees in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act, for pregnant employees who request an accommodation with the advice of their health care providers, for pregnancy, childbirth or related medical conditions; for employees who are victims of domestic violence, sexual assault or stalking; and for applicants and employees based on their religious beliefs and practices.