



The Butler Pantry Store Manager Position

Location: Saugatuck, Michigan

Career Area: Retail Sales

Job Function: Store Manager

Time Commitment: 40 - 50 hours/week, including weekends (Flexible weekly schedule available; Hours of Operation are daily 10am-6pm in peak season and 10am-5pm in off season)

Reimbursement: Salary commensurate with experience

Additional Benefits:

- Biweekly pay
- Paid vacation
- Retail discount
- No late hours

Position Summary

The Butler Pantry **Store Manager** is an opportunity to grow a unique small business! You will be hands-on interacting with customers and executing on daily operations while also developing and executing strategies to drive brand awareness, traffic, loyalty and sales. Contribute to meaningful work, develop your skills, support small business and have fun!

About Us

A staple of downtown Saugatuck, Michigan

The Butler Pantry opened its doors in 1977 serving residents and visitors alike. Nestled in a historic storefront in the heart of Saugatuck, The Butler Pantry offers customers gourmet foods and quality kitchenware. The store carries specialty food items, wines, cookware and other kitchen accessories. In July 2023, the store changed hands to new owners and The Butler Pantry refreshed its visual identity to feel more modern, approachable, and refined.

Our Mission

Revitalize The Butler Pantry, a 2,500 sq-ft. historic brick & mortar kitchenware and gourmet foods store in beautiful Saugatuck, Michigan, making it a year-round viable business with focus on local community and ecology. Reimagine the store's product offerings to meet today's buying trends with concentration on sustainability and locally sourced goods.

Store Manager Role Inclusions

Customer Service: Deliver exceptional customer service with an emphasis on creating a lasting impression on our customers; the Manager is the point person of the shop and our brand ambassador. Cater to in-store customers in addition to online and phone inquiries. Implement store policies and procedures to ensure high levels of customer satisfaction. Respond to any customer concerns in a professional manner. Problem-solve in a way that pleases the customer and benefits the store.



Relationship Management: Grow and maintain relationships with the store's loyal customer base and community partners. Manage vendor relations and outreach.

Sales: Create business strategies to attract new customers, increase store traffic, and enhance store profitability. Prepare detailed reports on buying trends, customer requests, and profits along with other noteworthy metrics. Master store's point-of-sale system (POS). Process payments, returns, exchanges, gift cards and oversee smooth flow of high-volume customer activity.

Merchandising: Develop and present promotional material; Design and arrange in-store displays.

Store Events & Activations: Manage in-store special events— e.g. Cooking Demos, Private Parties, Summer Sidewalk Sale, etc.,

Inventory Management: Have a full understanding of all products and vendors. Monitor inventory levels and manage the ordering process. Create and manage product orders, inventory receivings and management based on stock history; stock products as they come in and manage inventory to ensure surplus product is stored appropriately, as needed.

Team Management: Hire, train, and oversee all new staff. Motivate the team through training and mentorship. Advocate for our internship program.

Administrative Duties: Complete administrative duties including managing store budgets and updating all financial records. Ensure store compliance with all local, state, and federal health and safety regulations. Fulfill any compliance training requirements. Manage cash box. Monitor & order office supplies.

Organization: Ensure store is clean, tidy and in working order.

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Environment: In-person position

Qualifications:

- Must be at least 18 years old and eligible to work in the state of Michigan
- High school diploma or its equivalent required.
- 3+ years of related retail experience.
- 1+ years of management experience.
- Excellent customer service skills
- Team-oriented thinking



- Positive outlook
- Ability to communicate clearly and effectively in all situations with solid interpersonal skills
- Ability to take initiative, learn quickly and strive for results
- Leadership skills
- Good organization, prioritization, decision-making, problem solving and conflict management skills.
- Good knowledge of retail store operations and retail management systems.
- In-depth knowledge of basic business management practices
- Proficient in Word, Excel and PowerPoint.

Desired Qualifications:

- Bachelor's degree in business administration or similar field preferred.
- Creative eye for merchandising and displays.
- Knowledge and appreciation for cooking, baking, wine and locally sourced foods and goods.
- Familiarity with Southwest Michigan.

Physical Requirements:

- Ability to operate computers and other technical systems to perform job functions
- Must be able to lift up to 30lbs. regularly

Immigration sponsorship is not available for this role.