



## IOLANI PALACE

### **The Friends of Iolani Palace Job Description: Assistant Store Manager**

Title: Assistant Store Manager (ASM)  
Reports to: Director of Retail (DOR)  
Status: Full Time & Part Time, Non-Exempt

#### **Position Description**

The ASM is responsible for supporting the DOR in the daily business operations of the Palace Shop. The ASM will need to assist guests on a regular basis. From merchandising to correcting pricing mistakes to administering refunds or discounts, The ASM will spend a significant amount of time attending to the guests needs.

#### **Duties**

Essential duties and responsibilities include the following; other duties may be assigned:

- Conducts daily inventory spot checks to prevent internal and external theft;
- Conducts inventory counts quarterly with the DOR to protect company assets and to report any loss of profits and merchandise;
- Coordinates the shipping and delivering of phone orders and online orders
- Displays merchandise effectively to maximize purchasing appeal;
- Enhances the customer's experience by maintaining a high level of customer service;
- Ensures the Palace shop is neat, clean, and organized always;
- Extracts inventory reports to identify top selling items, lowest performing items and to assist with re-ordering product from vendors as needed;
- Interacts with customers daily through suggestive selling and active listening;
- Organizes sales and products demonstrations;
- Performs opening and closing duties as assigned by the Director of Retail;
- Reports any missing or stolen merchandise;
- Responds to feedback from guests and provides immediate recovery solutions as needed;
- Solicits customer feedback and provide strategic direction to continuously improve overall service and ratings;
- Supervises and trains the retail staff, volunteers and/or interns;
- Utilizes sales reporting tools to analyze individual sales performance, forecasting sales and to set daily/weekly/monthly sales targets.

**If interested, please contact Ekolu Kim at [mkim@iolanipalace.org](mailto:mkim@iolanipalace.org).**