



RETAIL MANAGER

ABOUT GREATHORSE

GreatHorse is a family-owned and extremely high-end, private full-service country club located in Hampden, Massachusetts near Springfield, Massachusetts and Hartford, Connecticut. This new premier property opened in June 2015 after an expansive rebuild of the golf course and construction of a 30,000 sq.ft. clubhouse situated high on a ridge facing west toward the Berkshires. Club amenities and services include: an 18-hole championship golf course, a driving range and short game practice area, an indoor teaching center, golf simulators, tennis courts, platform tennis courts, an outdoor pool with cabanas, a fitness center, five guest rooms, private event space, spa service, concierge services, men's and ladies' locker rooms, and a veranda offering scenic views of the golf course and Berkshire mountains. Dining outlets include a main dining room, outdoor veranda and a bar and lounge area. Separate from the clubhouse is a new state of the art private event facility that capitalizes on scenic views of include the golf course and Berkshire Mountains. Additional amenities in the planning and construction phases for the 2016 season include: the golf performance center, a tennis hut, and lodging.

POSITION DESCRIPTION

Reports to: Director of Golf

Overview: The Retail Manager is responsible for maintaining and overseeing a quality driven, and profitable merchandising operation with golf, tennis and lifestyle merchandise that is consistent with preferences, needs and demographics of the members of GreatHorse. Develops the merchandising philosophy and annual buying plan for all soft goods and accessories merchandise and supports hard goods purchasing with the Director of Golf.

MAJOR DUTIES AND RESPONSIBILITIES:

The duties of the Retail Manager will include, but are not limited to:

1. Establish a rapport with the membership by providing specialized service and assisting and servicing them with all their retail needs.
2. Present a diverse and desirable array of apparel and accessories in line with member needs, preferences and sales patterns.
3. Develop professional relationships with vendors focusing on finding solutions and keeping our retail shop on the leading edge of new trends and offerings.
4. Develop and execute general and seasonal merchandise plans, visual presentation guidelines, open-to-buy plans, and pricing strategies.
5. Maintain and manage the receipt and flow of merchandise purchases within the established buying plan.
6. Oversee and manage the merchandising floor plan and stock rotation/presentation on a regular basis.
7. Create sales and promotional plans to meet monthly and annualized sales goals for gross volume and gross profit.



8. Conduct accurate and timely physical inventory counts; update the POS system and all required reconciliation activities.
9. Forecast financial performance based on current trends, and knowledge of future events impacting business.
10. Develop and implement necessary systems and internal controls to safeguard inventory and assets to reduce loss from theft, pilferage, defective/damaged goods returns and markdowns.
11. Analyze sales and trends to determine additional needed sales promotions, markdowns and clearance sales.
12. Stay current on industry and sales trends to implement general and seasonal open-to-buy merchandise plans, visual presentation guidelines and pricing strategies.
13. Attend approved merchandise buying shows and conferences within the limits of the budget.

CANDIDATE QUALIFICATIONS:

- Four year undergraduate degree preferred; education in fashion merchandising is highly desired.
- A minimum of 3 years or more of golf and/or tennis retail or apparel management.
- An understanding of golf, tennis and private club retail environments.
- Outstanding and creative visual merchandising skills.
- Excellent communication skills, both verbal and written.
- A warm, outgoing and engaging personality.
- Solid computer skills, including IBS POS, Microsoft Outlook, Word and Excel.
- Ability and willingness to work long hours and weekends as demanded by business cycles.

This job description describes the general nature and level of work performed in this role. It is not intended to be an exhaustive list of all duties, skills, responsibilities, knowledge, etc. These may be subject to change and additional functions may be assigned as needed by management.

Candidates can send their cover letter and resume by email to:

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