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# P O R T A L U C A

## **Job Description – Boutique Manager, Portaluca (supporting Dress for Success Cincinnati)**

### **Organization Overview:**

Portaluca (formerly 4<sup>th</sup> Street Boutique) is a 501(c)(3) non-profit organization that supports Dress for Success Cincinnati's services for disadvantaged women. Portaluca, a boutique that opened to the public in 2002, offers women's new and gently used clothing, shoes, and accessories at affordable prices. The boutique is open to the public and for special events at its downtown location at 209 West 4th Street, and it hosts pop-up shops at various locations throughout Cincinnati.

Dress for Success empowers women to achieve economic independence by providing a network of support, professional attire, and career development tools to help women thrive in work and in life.

### **Position Overview:**

Portaluca seeks an energetic, organized and talented Boutique Manager to support all aspects of boutique and event operations, marketing, and the customer experience. The future of Portaluca includes new initiatives, and the Boutique Manager should be excited for the challenge of pursuing new and innovative revenue streams to reach aggressive sales goals.

The Boutique Manager will lead a team of sales associates and volunteers and work closely with members of the Dress for Success Cincinnati staff and the Portaluca Board of Directors. The Boutique Manager will report to the Executive Director of Portaluca/Dress for Success Cincinnati.

### **Responsibilities:**

- Manage boutique and event operations in order to achieve financial objectives. Responsible for maximizing profitability, maintaining the stability and reputation of the boutique, and complying with legal requirements.
- Ensure Portaluca meets monthly sales goals
- Prepare sales reports and present to Board of Directors
- Manage staff, interns and volunteers, including scheduling, training, and providing annual performance reviews
- Maintain positive boutique climate consistent with a culture of philanthropy and social enterprise by establishing rapport with customers, promoting a team environment, and leading with a positive disposition
- Market boutique to drive customer traffic and increase sales

- Promote Portaluca regularly via social media, eblasts, and flyers in partnership with the Social Media Coordinator
- Lead special events, both in-store and off-site (e.g., special sales events, shopping parties, and pop-up shops). Develop and seek out special event opportunities in furtherance of sales goals. Evaluate special events for ROI (return on investment).
- Attend local business association meetings and community events in order to stay apprised and take advantage of business opportunities (e.g., conventions and other event crowds) and to market the Portaluca brand
- Serve as an active member of board committees, as requested
- Collaborate with Donation Center Coordinator to manage inventory and clothing donations received through the boutique
- Establish clear boutique procedures, monitor adherence thereof, and address concerns in a constructive manner

**Qualifications:**

- At least two years' management experience in retail setting
- Bachelor's degree in related field preferred
- Excellent knowledge of retail selling skills with a customer service focus and proven experience reaching sales goals
- Fashion merchandising background preferred
- Professionalism and excellent interpersonal and communication skills
- Organized and able to follow procedures
- Takes initiative and thinks creatively
- Possesses desire to work in an environment where the work is challenging and the results highly rewarding
- Computer competency and ability to operate point of sale (POS) register system with proficiency
- Event planning, marketing, and social media experience a plus

**Hours:**

40 hours per week, including regular store hours and semi-regular evening or weekend events.

**Application Guidelines:**

Interested candidates should submit a resume and a one-page cover letter as a single PDF file (file name: FirstName\_LastName.pdf) via email to [Cincinnati@dressforsuccess.org](mailto:Cincinnati@dressforsuccess.org) with the subject "Portaluca Store Manager." In your cover letter, please indicate how you heard about this opportunity.

*Portaluca is an equal opportunity employer.*