

Punxsutawney Area Chamber of Commerce, Inc.

Job Description

(revised November 12, 2025)

POSITION: Operations Manager

SUPERVISOR: Chamber President or Designated Board Representative

POSITION SUMMARY:

The Operations Manager is responsible for managing the Chamber's Souvenir Shop and performing Chamber duties as directed.

ESSENTIAL DUTIES:

1. Develops a vision for the Souvenir Shop and recommends methods of increasing and maintaining Shop and Chamber revenue; implements Board directed goals, activities, and timelines.
2. Daily manages the Chamber's Souvenir Shop, to include:
 - a. Drafts Annual Shop budget
 - b. Researches and secures unique and diverse merchandise, including merchandise from area artisans; prioritizes American and locally made products; secures new inventory approvals from Supervisor
 - c. Manages employees and recruits and maintains volunteers; ensure Shop coverage
 - d. When approved, attends artisan and merchandise festivals and trade shows
 - e. Uses Shopify to determine merchandise trends; rotates outdated merchandise and continually seeks new merchandise and products that sell year-round
 - f. Uses Shopify to manage the Store and Webstore to include building and maintaining a customer database, managing inventory, analyzing product trends, creating financial reports, etc.
 - g. Uses Shopify, social media, and other methods to mass market the store and webstore merchandise; conducts weekly marketing on Facebook, Instagram, and Google Business Page to maintain online algorithms
 - h. Responds to Chamber related inquiries and performs Chamber work as assigned
 - i. Regularly meets with the Souvenir Shop Committee to discuss progress, improvements, marketing ideas, inventory, and balance sheet; prepares monthly written report to the Committee and Board regarding shop and chamber operations
 - j. Identifies remote Store opportunities and sales merchandise at festivals and other events as directed by the Supervisor
3. Maintains knowledge of current Punxsutawney and Jefferson County events and provides information to customers, visitors, and callers.
4. Ensures the Chamber's rental space is fresh, maintained, and cleaned; recommends space improvements.
5. Professionally represents the Chamber and Shop and conducts themselves in a manner that does not negatively reflect upon the Chamber or Shop; maintains confidentiality.

QUALIFICATIONS:

Special Licenses, Traits, Skills and/or Certifications: Enthusiastic, self-starter, quick learner; logical thinker; problem solver; researcher; resourceful; innovative; detail oriented; capable of independent work; must demonstrate common sense, political astuteness, and excellent analytical, listening, and written/verbal communication skills.

Education and/or Experience: Business degree and retail management experience; or an equivalent combination of education and experience.

Computer Skills: To perform this job successfully the following skills and knowledge are required: keyboarding/typing; computer literate, Microsoft Windows Operating System; Microsoft Office; Shopify, and experience maintaining a website and social media communications/marketing.

PHYSICAL DEMANDS: The physical demands described are required to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Sits, stands, and walks most of the day. Must have sufficient visual and auditory acuity to read reports, operate computer and office machinery, and interact with employees and customers. Must be able to stand to open files and operate office machinery. Must have sufficient dexterity to climb/stoop/kneel and exert fifty pounds of force occasionally and/or up to 20 pounds of force frequently and/or ten pounds of force contently to move objects. Requires mobility to operate private vehicle to attend off site activities. Must be able to write, type, communicate, and use hands to grasp, finger, and feel.

WORK CONDITIONS: The work conditions for this job description are:

- Access to reliable transportation and travel are required to perform essential duties. Maintains an acceptable motor vehicle record and acceptable criminal record report.

The statements contained herein describe the scope of responsibilities and essential duties of this position but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties assigned, including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

I certify I have read this job description, it has been explained to me, and I understand my duties and responsibilities as stated herein. I understand the Punxsutawney Area Chamber of Commerce, Inc. maintains an At-Will policy of employment which means employment and compensation may be terminated with or without cause, and with or without notice any time at the option of either the Chamber or myself as an employee.

Employee Signature

Date

Board President Signature

Date

NOTICE OF NONDISCRIMINATION

The Punxsutawney Area Chamber of Commerce, Inc. is an equal opportunity employer and will not discriminate on the basis of race, color, religious creed, disability, ancestry, national origin, age, sex, sexual orientation, political beliefs, familial status, military service, genetic information, citizenship, or retaliation against these characteristics as required by Title VI, Title VII, and Section 504 of the U.S. Civil Rights Act of 1964. The policy applies to all employment practices including recruitment, hiring, promotion, transfer, education, evaluation, discipline, discharge and termination, as well as to all forms of employee compensation and benefits, and all other terms, conditions and privileges of employment.

The Punxsutawney Area Chamber of Commerce, Inc., will not discriminate as outlined above and will not tolerate any discrimination against another individual. For information regarding civil rights or the grievance procedure, contact the Chamber Offices at (814) 938-7700.

The Punxsutawney Area Chamber of Commerce, Inc. Shop and offices are a drug-free and smoke-free environment.