

Position Description

Position Title:	Retail & Admissions Manager
Reports To:	President/CEO
Salary:	\$57,000-\$60,000
Pay type:	Salaried pay
Pay Status:	Exempt; not eligible for overtime
Benefit status:	Eligible for all benefits
Hours:	40 hours per week; 5 days/week Hours may vary and are subject to change, nights or weekends will be necessary

Position Summary

The Retail & Admissions Manager leads the Retail & Admissions department at Tohono Chul. Admissions is the first point of contact to welcome guests to the community oasis that is Tohono Chul. The retail shops offer curated art, plants, books, gifts, and souvenirs inspired by Tucson and the Sonoran Desert. Purchases support the gardens, programs, and conservation efforts.

The Retail & Admissions Manager oversees daily operations for Tohono Chul's three retail shops and visitor admissions, including ticketing, and membership processing, customer service, and retail operations. This role works closely with staff and volunteers to create seamless shopping and admissions experience aligned with organizational and financial goals.

The Manager develops and executes short- and long-term goals that support the guest experience, including staff and volunteer training, marketing and sales plans, and delivering on strategy for the retail shops and admissions program. The Manager uses sales data and trends to oversee purchasing and pricing decisions in the department, and develop promotions in collaboration across departments, with the goal of increasing visitation, growing revenue, strengthening engagement, and enhancing the visitor experience.

This role manages the department budget and financial reporting. The Manager provides frontline support during peak periods, special events, and staffing shortages.

This full-time position requires evening, weekend, and holiday availability. Work occurs indoors and outdoors in varying weather conditions, and requires strong organizational skills, attention to detail, multitasking, and hands-on management of all Retail & Admission operations.

Essential Duties and Responsibilities

Leadership

- Lead admissions operations and guest arrival experience, ensuring efficient, welcoming, and consistent service.
- Lead retail operations, advancing long-term goals and driving initiatives that support retail growth and organizational priorities.

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- Partner with other departments on marketing, events, and programming efforts that support retail performance, guest experience, and community engagement.
- Review sales performance with the President/CEO and finance team to implement strategies when revenue goals are not met.

Operations & Oversight

- Oversee daily operations of three retail shops and the admissions window
- Analyze sales, admissions, customer, and inventory data to guide purchasing, pricing, and promotions.
- Ensure high standards of customer service, cleanliness, and visual presentation across admissions and retail locations.
- Manage scheduling for retail and admissions scheduling to ensure appropriate coverage.
- Coordinate volunteer support with the Volunteer Coordinator
- Lead the annual budgeting process for the retail department.
- Ensure compliance with cash-handling, loss prevention, and other retail best practices.

Team Oversight

- Supervise the work of the role's direct reports: Assistant Retail Manager, Assistant Retail Nursery Manager, and Retail & Admissions Coordinator to ensure work aligns with department goals.
- Oversee Assistant Managers responsible for inventory to ensure accurate tracking, stock control, and timely recording of inventory movements—including purchases, returns, and sales—so monthly cost of goods sold aligns with related revenue.
- Train and support staff and volunteers on the sales floor while modeling professional service-oriented behavior.
- Step into frontline retail, admissions, and special sales events roles as needed during peak times or staffing shortages.
- Perform other duties assigned to support Tohono Chul's retail operations.

Qualifications

Required:

- Minimum of five years of retail management experience, including staff supervision, sales operations, and customer service.
- Experience training, coaching, and managing employees and volunteers.
- Demonstrated ability to implement sales strategies and customer service initiatives.
- Strong financial skills, including budgeting, sales reporting, and cash-handling.
- Proficiency in point-of-sale (POS) systems, retail software, and Microsoft Office.
- Excellent organizational, problem-solving skills, multi-tasking skills
- Strong interpersonal and communication skills, with a commitment to outstanding customer service.
- Embraced an agile mindset, using problem-solving skills to quickly adapt to changing

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circumstances and evolving priorities in a fast-paced environment

- Ability to work weekends, evenings, and holidays for special events and peak periods.
- Ability to perform physical tasks, including lifting up to 40 lbs., standing for extended periods, and working indoors and outdoors in varying weather conditions.

Preferred:

- Experience in nonprofit, museum, public gardens, or tourism-related retail environments.
- Experience with iOS sales platforms and Salesforce-based platforms.
- Familiarity with membership-based sales programs.
- Experience with brick-and-mortar and e-commerce sales.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Diversity, Equity and Inclusion:

Tohono Chul is proud to be an equal opportunity employer. We encourage applications from candidates of all backgrounds, experiences, and perspectives. We believe that a diverse and inclusive workforce is essential for fostering creativity and achieving our mission.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and often requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds; anything greater should be done with assistance. Specific vision abilities required by this job include, close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to fumes or airborne particles, moving mechanical parts and vibration. The noise level in the work environment is usually moderate.

About Tohono Chul Park

Tohono Chul is a beloved 49-acre public garden, botanic garden and arboretum in Tucson, Arizona, founded in 1985. Our mission is to serve as a community oasis, where reverence for the cultural and natural ecology of the Sonoran Desert region inspires responsible stewardship so that future generations may thrive. A destination for both local residents and global visitors, it



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has been recognized as “One of the World’s Ten Best Botanical Gardens” by Travel + Leisure Magazine.

Mission

We are a community oasis where reverence for the cultural and natural ecology of the Sonoran Desert region inspires responsible stewardship so that future generations may thrive.

Vision

We envision a Tohono Chul that is:

- An ecological leader
- An immersive environment
- A commons

Values

- Stewardship
- Belonging
- Integrity

To Apply

Submit resume and cover letter via email to: Humanresources@tohonochochul.org