

Chi O Creations Director of Merchandising

Chi O Creations is seeking qualified applicants for the position of Director of Merchandising. The Director of Merchandising reports to the Fraternity Executive Director and the Chi O Creations Board of Directors. Chi O Creations is a retail gift and clothing business located in Memphis, TN at the Executive Headquarters of Chi Omega Fraternity. Operations are designed to support the endeavors of Chi Omega Fraternity.

Overview of Position:

The Director of Merchandising is responsible for all aspects of the operations of the business, from purchasing to marketing to selling, while offering superior customer service both internally and externally. The DM is responsible for achieving sales performance, gross margin, inventory and order fulfillment goals. The lifecycle of merchandise including production, placement, marketing, fulfillment and liquidation are managed and executed by this role. The Director of Merchandising is also responsible for working directly with Chi Omega's Marketing Department, Affinity Marketing and Chi Omega Fraternity's General Counsel on the integrity of the brand and protection of Chi Omega's trademarks.

Key Accountabilities:

- Prepares for and participates in Chi O Creations Board of Trustees meetings.
- Manages and develops Chi O Creations staff.
- Fosters an environment that promotes personal development among Chi O Creations' staff.
- Sets the overall strategy and merchandise direction for the business.
- Develops a merchandise mix that promotes the visual identity of the Fraternity and supports the needs and wants of our customers.
- Develops the marketing plan for the website, the promotions, national meetings and "Chi O Creations To Go"!
- Profiles target customers to ensure customer satisfaction.
- Ensures that pricing, promotional strategies, and marketing support the financial objectives of the Chi O Creations Board of Trustees and the Governing Council.
- Communicates with the customers to understand and strengthen market relationships and have knowledge of market trends, strengths and weaknesses.
- Facilitates timely communication between the Director of Merchandising and the Chi O Creations Board and other important constituencies as identified.
- Works to ensure that Chi O Creations will receive merchandise exclusives, best deliveries and best pricing.

Summary of Position and Specific Duties:

- The supervision of the Chi O Creations staff
- Work collaboratively with General Counsel on the Licensing Program
- Work with collegiate and alumnae chapters to ensure that the Make-A-Wish® Guidelines are followed
- Design and create merchandise for our chapters
- Selection, purchasing and pricing of all merchandise
- Partnering with the Chi Omega Marketing Department on brand management for Chi Omega
- Representing Chi O Creations internally and externally
- Preparing the annual budget

Skill Summary:

- Bachelor's degree or higher
- Experience in a merchandising or retail leadership role
- Successful completion of several years of buying and/or management assignments in a department or specialty store
- Strong leadership skills
- Organized and an ability to adapt to quick changing priorities
- Excellent written and verbal communication skills
- Strong math and negotiation skills
- Ability to develop and empower staff members

Membership in Chi Omega is preferred, but not required. This position is located at the Chi Omega Executive Headquarters in Memphis, Tennessee. This position is exempt; salary will be commensurate with experience and qualifications. Applications will be accepted immediately until the position is filled.

SEPTEMBER 2017

Qualified and interested applicants should send a resume and cover letter, including salary requirements, and references to:

Leslie Herington
Executive Director
Chi Omega Fraternity
3395 Players Club Parkway
Memphis, TN 38125
lherington@chiomega.com

Founded in 1895 at the University of Arkansas, Chi Omega is the largest women's fraternal organization with over 350,000 initiates from over 180 collegiate chapters. Chi Omega is an intergenerational women's organization forever committed to our founding purposes: friendship, personal integrity, service to others, academic excellence and intellectual pursuits, community and campus involvement, and personal and career development. Our web site is www.chiomega.com.