

good neighbor is looking to welcome a Retail Manager

good neighbor is seeking a committed and creative Retail Manager to assist in maintaining a cohesive dining and shopping experience at a multi-focused design-forward shop in Baltimore, Maryland. Joining the team at good neighbor's shop in the Hampden neighborhood as a full-time employee, you will be part of a diverse and driven team. You will report directly to good neighbor's Director of Shop Operations with strategic input from the Director of Brand and Marketing. You will receive direct reports from Retail Specialists.

You should embody the good neighbor values of being hospitable & collaborative by demonstrating:

- exceptional listening & communication skills
- great attention to detail
- excellent customer service, professionalism
- flexibility & willingness to work
- working as part of a team

You are:

- a leader who is passionate about training & helping to develop a team
- aware of your impact on others & seek regular feedback to continually improve
- a strong communicator who can provide impactful & motivating feedback to improve the shop's retail department
- always curious, you are excited about finding new ways to improve guest experience
- savvy with your resources, with the ability to make decisions & problem-solve
- dedicated to your team & your guests—you understand & value empathy & use it to guide interactions on & off the job
- eligible to work in the United States & 18 years of age or older

You will:

- welcome guests into the shop and engage with them to curate individual experiences
- be knowledgeable of brands, promotions, events and able to convey information to team members along with guests
- sticker product for display, restocking the sales floor, maintaining the back stock room and setting up merchandise displays on the sales floor
- prepare and pack retail orders for in-shop pick-up, and for shipment
- receive and process new retail shipments as they arrive
- update website with new inventory/products
- assist the barista and kitchen teams with efficient service flow within the shop
- help to maintain the cleanliness and overall appearance of the shop: cleaning shelves, wiping/clearing/resetting tables
- be able to make simple drinks and run food as needed to assist food/beverage team
- communicate effectively and work collaboratively with the Service Coordinator regarding needs of the shop, daily needs as well as planning ahead.

good neighbor is looking to welcome a Line & Prep Cook

Other requirements include:

- Full-time availability, including weekends
- The ability to stand & walk for long periods of time
- Ability to lift, push/pull, carry &/or move up to 50 pounds. For example, you'll be packing online retail orders which can include furniture & heavy ceramics.
- As needed, the ability to squat, bend, twist & reach for items below waist level or above shoulders. For example, you may have to bend down or reach up to grab cups, lids & towels
- As needed, the ability to climb ladders, stairs, ramps & uneven floor &/or surfaces. For example, climb on a step stool to change menu slacks, go up & down stairs & ramps to storage areas
- As needed, the ability to listen & speak. You're listening & speaking with our guests to guide & create experiences

Benefits:

- Compensation is commensurate with experience
- 1 meal, 2 drinks complimentary per shift
- 25% discount on retail items
- Optional health benefits, 50% covered by good neighbor after probationary period of 90 days
- good neighbor is an Equal Opportunity Employer. We value an open mind, dedication to work, & a collaborative spirit. We hire based on these qualities, a job's requirements, our business's needs, & an applicant's qualifications. We do not tolerate discrimination or harassment of any kind—in the hiring process or in the workplace.
- We comply with the ADA & consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.

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Please ensure your resume is written in English. Resumes can be sent to hello@goodneighborshop.com with the title "Line Cook Application."