

Part Time Retail & Online Operations Specialist

This is a civilian position that works for a 501(c)3 non-profit that supports the Air Force Academy. This position does not require military service or graduation from the United States Air Force Academy.

UNITED STATES AIR FORCE ACADEMY ASSOCIATION & FOUNDATION

The United States Air Force Academy Association & Foundation (Association and Foundation) believe strongly that the United States Air Force Academy ("Academy") is a vital national resource, upholding the invaluable mission of developing leaders of character for our Air Force, Space Force and nation. The Association & Foundation have joined forces to accomplish their complementary missions to actively support these leaders as well as the Academy and its cadets.

The core values of the United States Air Force Academy are Integrity First, Service Before Self, and Excellence in All We Do. These same core values guide the Association and Foundation, as well as our boards and staff.

THE OVERVIEW

The Association & Foundation, in support of the Academy, seeks a positive, energetic and detail-oriented professional to serve as the Part Time Retail & Online Operations Specialist. This position will reside within the Alumni Relations Division.

POSITION RESPONSIBILITIES

- Understand, uphold, and promote the ethical standards and core values of the United States Air Force Academy ("USAFA") and the Association & Foundation.
- Receive, unpack, and inspect incoming merchandise shipments to ensure accuracy, quality, and alignment with purchase orders.
- Assist with inventory management across in-store and online platforms, including stockroom organization, cycle counts, discrepancy reconciliation, and timely replenishment.
- Ensure merchandise readiness by tagging, labeling, and restocking products on the sales floor, supporting visually appealing and accurate product displays.
- Manage e-commerce fulfillment, including accurate order processing, safe and efficient packing, timely shipping, and maintenance of all packing supplies and equipment.
- Support operational flexibility by performing additional duties as needed to maintain smooth retail and online store performance.
- Perform other duties as they arise.

KNOWLEDGE, SKILLS, AND ABILITIES

- Proven ability to deliver outstanding customer service and collaborate effectively with internal teams and a diverse customer base.

- Strong organizational and time management skills with the ability to manage multiple priorities in a fast-paced environment.
- Demonstrated initiative, creativity, and sound judgment in developing solutions and adapting to evolving business needs.
- Proficiency with shipping and fulfillment software, such as ShipStation, FedEx, and USPS systems.
- Experience in visual merchandising and product display, with a focus on enhancing the customer experience and supporting brand consistency.
- Ability to meet deadlines while maintaining accuracy, attention to detail, and a high standard of work under pressure.
- Maintains professionalism, confidentiality, and emotional intelligence in interactions with customers, colleagues, and stakeholders.
- Committed to achieving excellence and delivering high-performance outcomes aligned with organizational goals.
- Working knowledge of social media platforms (e.g., Instagram, Facebook, TikTok) and related scheduling tools for content planning and engagement.

QUALIFICATIONS

- A high school diploma or equivalent is required.
- 2+ years of experience in retail operations, e-commerce, or merchandising.
- Familiarity with e-commerce platforms (Shopify) and POS systems.
- Strong organizational, multitasking, and communication skills.
- Able to move up to 50 lbs. and perform physical tasks related to shipping and receiving.
- Working knowledge of the Microsoft Office 365 program suite.
- Working knowledge in hybrid video conferencing systems such as Microsoft Teams and Zoom.
- Basic photography and content creation skills for social media.
- A valid driver's license and any related insurance.
- Be able to work evenings and weekends as needed.
- Pass a DBIDS background check.
- Possess a service-oriented mindset and be able to resolve customer complaints.

COMPENSATION AND BENEFITS

The hourly range for this part time position is \$15-\$17; an estimated 25-29 hours per week. The Association & Foundation offers paid time off (PTO) which is inclusive of CO mandated sick leave.

SUBMISSION INSTRUCTIONS

Applicants must submit a cover letter and a resume to receive full consideration. Applications can be submitted via https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=6855043. The position will remain open until filled.