

P O R T L A N D WINTERHAWKS

Title: Lead, Sports Merchandise
Salary: Hourly (~25 hours/week)
Report to: Coordinator, Merchandise

The Portland Winterhawks are looking for an experienced and motivated seasonal Lead to help oversee the day-to-day operations of the Merchandise Department throughout the hockey season. The Lead will provide leadership to the Sports Merchandise Assistant team while supporting retail operations, e-commerce, inventory management, and gameday execution. This position is ideal for someone looking to develop leadership experience within professional sports.

JOB RESPONSIBILITIES:

- Lead the gameday operations of the Portland Winterhawks Merchandise Department.
- Supervise, mentor, and develop a team of Sports Merchandise Assistants while coordinating daily priorities in two locations.
- Oversee Team Store operations, including gameday retail, e-commerce, inventory management, customer service, and on-site jersey customizations.
- Execute visual merchandising strategies that create an engaging, on-brand shopping experience.
- Support retail buying through inventory analysis, receiving, replenishment, and product planning.
- Monitor sales performance and identify opportunities to improve operational efficiency and retail revenue.
- Partner with the Coordinator of Merchandise to execute merchandise launches, theme nights, promotional events, and department initiatives.
- Serve as the department leader during assigned shifts and in the Coordinator's absence.
- Assist other departments such as game operations, ticketing, merchandise, sponsorship, or VIP fan experience when needed.

REQUIREMENTS:

- Previous retail leadership, supervisory, or keyholder experience is preferred.
- Experience with retail operations, inventory management, visual merchandising, e-commerce, and point-of-sale systems is preferred.
- Proficiency with Microsoft Office, Google Workspace, Shopify, and retail management software. Experience with Adobe Creative Suite or Canva is a plus.
- Ability to analyze sales performance, prioritize multiple projects, and make data-informed decisions in a fast-paced environment.
- Ability to meet the physical requirements of the position, including lifting merchandise, assisting with store setup, and working evenings, weekends, holidays, and the majority of Winterhawks home games.

JOB QUESTIONS:

- This position is located in Portland, Oregon. Are you currently located in the area (within driving distance?)
- Where does this position fit within your career path or goals?

All applicants must submit a cover letter and resume via TeamWorkOnline to be considered for the 2026-27 season.

Portland Winterhawks Hockey Club | P.O. Box 3009, Portland, OR 97208 | (503) 238-6366 | winterhawks.com

