

Community Store Manager Job Description

Position Title: Community Store Manager

Reports To: Director of Operations

Classification: Full Time, Exempt

Essential Duties and Responsibilities

A Community Store Employee

Customer interaction | Responsibilities include but not limited to:

- Understand and live out the Hope House Ministries Mission and Values.
- Greet customers, Offer assistance & Build relationships with shoppers, donors, staff and volunteers
- Promote Store Sales, Hope House Ministry On-going programs (i.e. - Jobs for Life, Faith and Finances and other programs), and upcoming events.

Develop and Oversee Daily Operations | Responsibilities include but not limited to:

- Straighten, clean and dust items, fixtures, and merchandise
- Ensure clothing shelves and hanging racks are prices, sorted and labeled
- Return hangers to the hanger rack / Sorting Area(s)
- Check and clean bathroom hourly (Follow you check in/cleaning sheet)
- Vacuum rugs and clean floors (at end of the day and beginning of the day)
- Empty trash in clothing store and sorting area (at end of the day and beginning of the day)
- Assist other store employees, Hope House staff, and volunteers as needed
- Follow policy and procedure of the community store

Oversee Cashier | Responsibilities include but not limited to:

- Maintain clean and orderly checkout areas.
- Bag purchases for customers (if needed)
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts and change due to customers.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.

Managerial Responsibilities | Responsibilities include but not limited to:

- Meet weekly with the Director of Operations on Community Store reports, needs, sales, etc.
- Create weekly schedule / plans and submit to Director of Operations at weekly meeting
- Make sure the store is running efficiently & all staff and volunteer needs are met.
- Assist in volunteer recruitment to meet store needs
- Facilitate pricing. All price changes must be approved by Store Manager
- Create daily deposits and submit to organization Book Keeper
- Create/oversee a daily cleaning, stocking and organizational checklist
- Approve refunds and exchanges, within the boundaries of store sale guidelines
- Keep track of inventory for store use and donations.
- Submit donation needs to Director of Operations weekly to promote to donors
- Make sure all merchandise is priced, put in correct locations, and organized
- Make sure all merchandise does not have other prices on it (Yard sale stickers, etc.)
- Schedule, Facilitate and promote weekly / monthly store sales.
- Research and suggest promotional ideas with the Director of Operations

- Perform 1-2 hour monthly walks to other community thrift stores for: Ideas, pricing strategies, merchandising, new ideas, etc.

Community Store Manager Job Qualifications:

- Must have 3-5 years retail experience. Managerial experience preferred.
- A believer in the Lord, Jesus Christ, who is an active member in good standing in a local church
- Must be in agreement with the Statement of Faith of Hope House Ministries, Inc.
- Ability to assess problems and quickly provide solutions to remedy problems.
- Ability to relate to people and convey the mission and vision of Hope House to the community at large and individuals who may visit Hope House.
- Ability to manage resources provided to Hope House in a way that is honorable to the Lord and the person or organization that provided it.

LANGUAGE SKILLS:

Efficiently respond to questions from partners, staff, and members of the community; communicate effectively in both written and oral form; and, effectively present information to staff, public groups, and/or board of directors.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions; exhibit independent judgment in the development, implementation and evaluation of plans, procedures, and policies.

COMPUTER ABILITY:

Ability to work easily with MS Office, Charity Tracker, and any other software packages as necessary for the operation of Hope House.