**Job Description**

**Title:** Store Manager

**Status:** Salary, Exempt

**Location:** Donated Goods Retail

**Reports to:** District Manager

**Purpose:**

To plan and direct all phases of store operation as efficiently as possible to achieve maximum sales and profitability. To follow company policies, meet budget and sales goals by controlling costs/expenses. Establishes store as a community partner by developing relationships with customers and creating positive rapport.

**Essential Functions:**

1. Responsible for proper daily operations of store and scheduling of store personnel. Supervise collection, processing, and pricing of donated goods at the store.
2. Responsible for recruiting, selecting, training, and evaluating personnel. Complete and maintain necessary documentation. Submit paperwork within the acceptable time frame to HR.
3. Uses HRIS software to input and approve time worked and manage attendance of employees.
4. Utilize personal computer software to input starting and ending cash amounts and maintain accurate customer records. Maintain a secure facility.
5. Develops relationships with customers and positions the store as a partner within the community, handling customer complaints when necessary.
6. Report operations, personnel, mission services, and safety statistics accurately within acceptable time frames to appropriate departments.
7. Ensure compliance with policies and practices, CARF standards, and security regulations. Ensure safe working conditions and practices of all store employees and participants, enforcing safety practices, procedures and policies.
8. Responsible for maintaining a clean and attractive retail sales floor by effective merchandising of products.
9. Oversee quality control and inventory. Supervise the transfer of store shipments to appropriate departments and assist in or review stock rotation.
10. Build positive employee morale, to maintain a work environment with low turnover and high morale.
11. Build and maintain strong eCommerce sales by partnering with the eCommerce team and providing regular training and updates to the store team.
12. Ensure the store is adhering to the 10 “retail commitments”.
13. Uses strong problem-solving skills to resolve logistical, personnel, or customer relations challenges.
14. Regularly reviews agency-provided and self-generated store metrics to evaluate business and initiate change when necessary.
15. Other duties as assigned.

**Key Competencies:**

Integrity, respect for all, customer service, communication, leadership, teamwork, safety, quality, and problem-solving. To treat all people with dignity and respect, practice great customer service both internally and externally.

**Key Behaviors:**

Model our agency values by putting people first, acting with honesty and integrity, embracing diversity, meeting people where they are, and serving as stewards of donations and the environment.

**Specific Experience/Skills/Abilities:**

* 2 plus years of management.
* Experience in retail sales or demonstrated potential for management as evidenced by successful progression through the position of increasing responsibility and authority.
* Experience with operations of personal computers.
* Plan and direct the work of others.
* Use personal judgment and information to make business decisions and solve problems.
* Complete and keep accurate business records.
* Excellent Interpersonal Skills
* Effective communication in both oral and written forms.
* Excellent organizational and time management skills to perform a wide range of duties.
* Know different shades and tones of color.
* Know merchandise within a variety of categories: name brand, antiques, vintage, collectibles, to name a few.

**Relationships:**

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| 1. Positions Supervised: | Store Personnel |
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| 1. Internal: | Communicate effectively and develop teamwork within the store and agency. |
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| 1. External: | Represent the agency in a positive way to the community including donors and customers. |

**Basic Requirements:**

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| 1. Education: | Bachelor’s degree preferred or Associate in Business Management. 5 plus years of management experience will be considered in lieu of a degree. |
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| 1. Certification: | Employees who utilize their vehicle for agency purposes must have a valid driver’s license and automotive insurance. Must regularly provide the agency with proof of valid automotive insurance. Certification in first aid and CPR is required. |
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| 1. Work Conditions: | Work Sunday through Saturday as scheduled and most holidays. Is subject to transfer to other locations. The work environment is usually fast-paced, with frequent short deadlines and regular instances of critical or unusual situations. Must be able to perform physical requirements of the position including but not limited to constant standing, constant bilateral reach, and handling ability; constant fingering and pinch grip; requires constant ability to lift/carry up to 20 lbs.; may require constant shoulder height reaching with either hand and firm grasp; frequent bending; may squat; requires frequent ability to push/pull less than 20 lbs.  Required to wear a uniform that includes an identification tag. |
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| 1. Equipment: | General office equipment and phone system, hand-jack, tilter, compacter, floor machine, may operate a forklift. |

**Financial Impact, Direct/Indirect:**

Meet budget expectations.

**Job Description Review:**

I understand this job description and its requirements; and that I am expected to complete all duties as assigned. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I will need accommodation for this position, I will inform the supervisor or a representative from the Human Resource Department of my accommodation needs.