

Loving Hands Thrift Store

Job Description

Position: Manager

JOB OVERVIEW:

As a **Store Manager** at our Thrift Store, you will lead and have full accountability for all aspects of store operations. You will build a collaborative culture, working hands-on in our business alongside team members and volunteers. Your passion for our Thrift Store and our mission will include being involved in community and building long term relationships with our guests, donors, and the local community through retail and recycling.

TIME COMMITMENT AND PAY:

40-50 hours weekly

Annual salary range of \$37,000-\$41,000

JOB DESCRIPTION:

- **Store Operations:**
 - Manage daily store operations, including opening and closing procedures, ensuring a clean and organized environment.
 - Oversee the processing of donated items, including sorting, pricing, and displaying merchandise.
 - Implement store policies and procedures.
 - Ensure proper cash and banking procedures.
- **Staff/Volunteer Management:**
 - Train, supervise, and evaluate staff and volunteers.
 - Create and maintain employee schedules.
 - Provide coaching and feedback to staff and volunteers.
 - Address employee issues and concerns.
- **Customer Service:**

- Provide excellent customer service and ensure a positive shopping experience.
- Address customer inquiries and resolve complaints.
- Maintain a welcoming and accessible store environment.
- **Sales and Financial Performance:**
 - Drive sales and meet financial goals.
 - Analyze sales data and identify areas for improvement.
 - Manage the store budget and track expenses.
 - Develop and implement marketing campaigns for social media.

JOB QUALIFICATIONS:

- A post-secondary school education in business/retail and a minimum of 2 years of demonstrated customer-focused retail management experience or an equivalent combination of education and experience.
- Demonstrated experience building and motivating teams and the ability to improve productivity, engagement and retention.
- Exceptional customer service skills and the talent to build guest loyalty and community relationships.
- Superior time management skills, experience driving results, and the ability to deliver business results.
- Demonstrated ability to achieve consistent profitability by maintaining high standards in sales, merchandising, marketing, floor displays, store promotions, guest service, public relations and expense control.
- Excellent oral and written communication skills, interpersonal skills and experience working with a diverse population are essential.
- Computer literate with demonstrated proficiency in Microsoft Office Suite, email, internet, and have knowledge of basic accounting procedures, including online payroll and timekeeper systems.
- Ability to work weekends, and holidays as needed
 - The ability to work Saturdays is *required*.
- Must be resident in and eligible to work in Manatee County
- Successful reference and background check.

WHAT TO EXPECT:

- To join a hands-on work environment where you will be required to physically move through our operation while adhering to daily goals.
- A schedule based on our operational needs. We are open 6 days a week, Monday-Friday 10-4 & Saturdays 10-2

WHAT WE OFFER:

- Competitive compensation
- Employer
- Vacation / PTO
- Paid sick time
- IRA Matching Program
- The opportunity to learn new skills, job advancement, and recognition programs