



Position: Hope's Closet Store Manager

Reports to: Hope's Closet General Manager

Supervises: Hope's Closet Assistant Managers, Store Coordinator, Serve staff

Classification: Full-time/exempt

Objective

To lead and direct all day-to-day operations required to achieve store goals, sales objectives, serve staff discipleship, human resource management, payroll and operating expenses, loss prevention and merchandising presentations while maintaining The Church of Eleven22 vision of being a movement for all people to discover and deepen a relationship with Jesus Christ.

Key Responsibilities

- Minister of the gospel and ambassador of Hope's Closet Thrift ministry
- Manage Hope's Closet's day-to-day operations:
 - Lead and monitor store operations and budgets to drive revenue growth and ensure monthly sales, budgets and production goals are met
 - Lead department managers to execute strategies to reach monthly sale goals
 - Manage and forecast store's inventory needs and lead department managers to reach weekly inventory processing and replenishment goals
 - Audit inventory receipt, cleaning, storage, distribution, pricing and replenishment processes to ensure standards are being met
 - Lead teams in creating an excellent customer service culture, providing care to customers when needed
 - Merchandising and replenishment process – ensure sales floor team executes merchandising plans and maintains the mission of creating a dignified retail setting
 - Lead staff in conducting safety inspections; proactively communicating any potential hazards to General Manager and operations team to solve issues
 - Support staff and serve staff in customer service conflicts, pricing issues, point of sale issues and staffing gaps
 - Ensure all sale transactions and cash handling procedures are in line with Hope's Closet standards and credit card compliance standards are being met
- Staff and serve staff management:
 - Supervise and lead staff and serve staff; monitor work performance and provide ongoing feedback to improve productivity, employee engagement and culture
 - Provide inspirational leadership, casting vision and mission focusing on the staff code of conduct and creating a disciple-making disciple culture
 - Lead in the recruitment, hiring, onboarding processes for all staff and serve staff
 - Coordinate and lead in the staff evaluation process, cross-train and mentor staff
 - Maintain confidentiality with all personnel matters and employee file HR standards
 - Conduct regularly scheduled communication with staff and serve staff to provide direction, guidance, and discipleship. Host staff meetings as needed to share information, collaborate, teach code of conduct and engage in team building
 - Provide timely direction and written and verbal feedback to staff
 - Develop and approve store schedules based on trends and staff paid time off, sick requests



- Lead and support serve staff events, serve staff orientations, huddles, serve staff care and discipleship

Competencies

- Model The Church of Eleven22 mission, vision and core values.
- Demonstrated ability to make disciples who make disciples
- Thrives in a fast-pace work environment
- Exceptional people skills and strong relationship building
- Self-motivated and great time and project management skills
- Ability to generate sales revenue
- Strong, pro-active communication (verbal and written) and interpersonal skills
- Ability to cast vision to develop a large serve staff team
- Possess strong organizational, planning and problem-solving skills

Education & Experience

- Completion of a Bachelor's Degree preferred, not required
- 3-5 years of relevant work experience
- Experience managing multiple employees/volunteers

Position Type/Expected Hours of Work

This is a full-time, exempt position which reports to Hope's Closet General Manager. Days and hours may change weekly based on store needs. Weekends and closing shifts required.

Work Environment

This job operates in a professional retail environment which includes both sales floor and warehouse/stockrooms. This role routinely uses retail fixtures and equipment like dollies, rolling racks, hand carts, rolling carts, ladders, cash registers and computers.

Physical Demands

Must be able to:

- Stand or walk on concrete flooring for prolonged time periods
- Bend, lift, grasp, reach, push and pull materials
- Walk on uneven surfaces, ladders and stairs
- Lift up to 50lbs

EEO Statement

The Church of Eleven22 provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, age, sex, national origin, disability status, genetics, protected veteran status or any other characteristic protected by federal, state or local laws. The Church of Eleven22 reserves the right to discriminate on the basis of religion to the full extent permitted by law.