

STORE MANAGER

Overview: The Store Manager plans and directs the day-to-day operations of the St. Vincent de Paul Society of Milwaukee store. Including, but not limited to, recruiting, hiring and training staff, fiscal management, customer service, merchandising and promotion, and facilities management.

Responsibilities:

ADMINISTRATION

- Is responsible for the efficient and economic viability of the store operation.
- Through the Store General Manager, makes recommendations on policies and procedures related to the store operation.
- Establishes adequate controls over the handling of merchandise inventory and monetary resources.
- Maintain the stability and reputation of the store by complying with legal requirements
- Adheres to the spirit and mission of the Society by giving priority to the free distribution of items through vouchers issued by the St. Vincent de Paul voluntary membership.
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks

PERSONNEL MANAGEMENT

- Maintain store staffing levels by recruiting, selecting, orientating and training employees
- Complete store operational requirements by scheduling and assigning employees; following up on work results
- Maintain operations by enforcing personnel policies and procedures
- Maintain store staff job results by coaching, counseling and disciplining employees; planning, monitoring and appraising job results
- Provide training to improve the knowledge base of the staff and utilize cross-training methods to maintain productivity when employees are absent

FISCAL MANAGEMENT

- Submits an annual budget for approval of the finance committee and board of directors and operate within the approved budget.
- Formulate pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends
- Manage all controllable costs
- Analyze sales figures and forecast future sales
- Maintain awareness of market trends in the retail industry, understanding forthcoming customer initiatives and monitoring what local competitors are doing

CUSTOMER SERVICE

- Promotes and maintains a customer friendly atmosphere and attitude among all employees
- Identify current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements
- Resolves customer complaints in a fair and friendly manner.
- Tour the sales floor regularly, talking to colleagues and customers to identify or resolve urgent issues

MARKETING AND PROMOTION

- Determine marketing strategy changes by reviewing operating and financial statements and departmental sales records
- Develop a schedule of holiday activities and promotions throughout the year strategically designed to bring in more program revenue
- Organize special promotions, displays and events
- Initiate changes to improve the operation, e.g. revising opening hours to ensure the store can compete effectively in the local market

FACILITIES MANAGEMENT

- Is responsible for the maintenance of all building and equipment related to the operation of the St. Vincent de Paul Store; presents to the Properties Committee any items of major expense relating to maintenance or improvement of buildings.
- Develop a regular housekeeping schedule to assure the highest levels of cleanliness and safety for both employees and the public at large.

Qualifications:

Education: College degree preferred, specifically in merchandising, marketing, or business management.

Experience: 5 years experience in a retail management position, including recruitment hiring and training of staff.

Knowledge and skills: Familiarity with modern management philosophy and team building; ability

to communicate effectively; ability to develop and modify a financial budget and be able to adhere to the budget and understand and adjust operations and planning based on variances that occur, Microsoft Office 365 skills, familiarity of markets for used goods, surplus materials, and scrap.

Physical requirements: Ability to lift 50 lbs or more. Ability to operate a motor vehicle (valid driver's license and insurance required) and possess reliable transportation.

Other: Proven record of honesty.