

Position: **Store Manager**
Reports To: General Manager
Status: Exempt
Department: Store
Type of Position: Full-time, 40 hours per week

Overview:

Is fully responsible for the operation of the St. Vincent de Paul Store, including finances, merchandising, personnel supervision, and facility management under policies decided by the St. Vincent de Paul Board of Directors and the Store Committee.

Responsibilities:

ADMINISTRATION

- # Is responsible for the efficient and economic viability of the resale operation;
- # Through the General Manager, makes recommendations to the BOARD on policies and establishes procedures related to the store operation.
- # Submits an annual budget for approval of the Board and administers within the budget. Establishes adequate controls over the handling of monetary resources, including the collection, recording and banking of cash and checks.
- # 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.

MERCHANDISING

- # Is responsible for the collection, processing, promotion, and sales of donated used clothing and household goods.
- # Displays merchandise in best possible manner to achieve budgeted sales goals.
- # Works with Store Staff to assure that the store has a balanced and proper inventory level and informs Store Staff of stock needs and/or high stock levels so proper adjustments can be made.
- # Sets proper controls and procedures to ensure pricing is consistent, merchandise is rotated and repriced as needed.
- # Provide fairly priced material where low income buyers can maximize their purchasing power.
- # Produce revenue for Society programs.

PERSONNEL MANAGEMENT

- # Hires and trains store staff in all areas of customer service selling techniques and proper execution of all St. Vincent de Paul policies and procedures
- # Motivates and evaluates employees, fostering a team spirit.

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 General Manager 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.

OPERATIONS MANAGEMENT

- # Maintains high levels of both internal and external security awareness
- # Directs the filling of clothing and furniture orders issued by SVDP Conferences
- # Cover the expenses of the operation through the resale of donated items

CUSTOMER SERVICE (shoppers and certificate bearers)

- # Promotes and maintains a customer friendly atmosphere and attitude among all employees.
- # Resolves customer complaints in a fair and friendly manner.

Qualifications:

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

Experience: 5 years experience in a responsible, management position; retail experience is preferred.

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 hold to the budget and understand and adjust operations and planning based on variances that occur, basic knowledge of Microsoft Office. markets for used goods, surplus materials, and scrap.

Physical requirements: Ability to operate a motor vehicle (valid driver's license required) and possession of reliable transportation.

Other: Proven record of honesty.

07-30-18 store manager