

**Position Title:** Resale Shop Manager

**Primary Function:** The Resale Store Manager is responsible for implementing the overall strategy and function of a non-profit Resale Store. Responsibilities include serving Safe Harbor clients, generating revenue, and providing excellent community/customer service of the Safe Harbor Resale Shop. **This is a full time, salaried, exempt position eligible for full benefits.**

**Reports To:** Director of Finance

Direct Reports: Resale Shop Assistant Manager, Furniture Pickup Associate, Resale shop Associates, Furniture Pickup Assistant, Team Leader, Lead Donation Assistant

**Responsibilities:**

*Operational Responsibilities*

* Oversee day-to-day operations of the store, including supervising staff and volunteers and delegating tasks to maintain an efficient, profitable and enthusiastic work environment
* Oversee and manage donation collection, organization, and pricing of resale items
* Work on the sales floor to direct staff and volunteers in merchandising and selling items
* Oversee the pricing structure, making certain that items are priced appropriately
* Interact with customers daily to stay aware of sales trends, recognize regular customers and solve any situations that may require managerial input
* Responsible for scheduling staff and volunteers to ensure the store is properly staffed during hours of operation and special events, including pop-up events.
* With the leadership of the Director of Finance, identify the store’s goals, needs and priorities and effectively communicate them to staff
* Conduct store staff meetings regularly
* Manage staff issues and concerns, and provide support and feedback regarding performance
* Ensure the store is a safe place to work and shop by conducting routine equipment maintenance and promptly addressing any safety or operational issues
* Work with local community and area businesses to identify and implement partnerships for donations
* Utilize social media and other tools for marketing for the store in collaboration with the Development team.
* *Oversee and manage the Furniture Donation Delivery and Pick-up team including but not limited to deliveries, offsite storage, scheduling, pickups and collaboration with other teams.*

*Financial Accountability*

* With the leadership of the Director of Finance and Business Manager, create and maintain monthly sales goals to insure profitability for store
* Ensure that cash-outs happen daily, and any irregularities are explained
* Submit daily financial activity in timely manner, including bank deposits and charge card details
* Responsible for operating within monthly and yearly budget

*General*

* Attend Safe Harbor staff meetings and trainings as required
* Other duties as assigned by Director of Finance
* Enthusiastically support the mission & vision of Safe Harbor to peers, clients & the community

**Essential Qualifications:**

* Minimum three years of management or high-level assistant management experience
* High school diploma or equivalent required; Bachelor’s degree preferred
* Resale/thrift store experience considered a plus
* Outstanding customer service skills
* Ability to communicate with customers, staff and volunteers with courtesy, authority, and clarity
* Demonstrated ability to work as part of a team, as both a leader and team player
* Highly organized, making neatness of the store a priority
* Must be able to lift a minimum of 50 **lbs.**, bend, squat, stretch and stand during an entire shift. Must be able to use proper lifting techniques.

Employee Signature Date