



Position Title: Store Manager

Reports to: Regional Director

Position Overview

The Legacy Thrift Store Manager leads a volunteer staff to maximize sales and contributions to ministry partners. The Store Manager attracts, engages, directs, encourages, and motivates volunteers; ensures a steady flow of high-quality merchandise from donors; ensures a high level of customer satisfaction; markets and promotes the store within the community; and organizes store operations for maximum efficiency.

Volunteers

- Assesses and assigns daily work and priorities for volunteers.
- Develops schedules to ensure effective use of volunteer hours to accomplish customer service and other ministry objectives.
- Trains, onboards and supervises store volunteers.
- Tracks and insures volunteer retention
- Plans volunteer appreciation events and incentives.
- Facilitates and encourages volunteers to engage new volunteers.
- Maintains volunteer records and lists.
- Oversees, schedules and maintains relationships with churches and other service groups.
- Maintains current knowledge of Legacy Thrift policies and procedures; monitors adherence to policies and procedures; ensures volunteer compliance.
- Attends and participates as a non-voting member of the Local Leadership team.

Store Operations

- Implements and oversees Legacy Thrift best practices in store. Including opening and closing the store; accepting, sorting, pricing, stocking, storing, rotating donations; security procedures for volunteers; and other relevant procedures as needed.
- Oversees overall operations, layout and flow of the store.
- Oversees deposit procedures and monitors for overages/shortages.
- Understands budget management and is comfortable managing expenses to stay within budgeted amounts.
- Maintains and increases knowledge of resale, thrift, consignment and retail trends through daily reading (email list serves, publications) and participation in webinars, staff meetings, and periodic offsite training.

- Oversees and monitors key performance indicators and makes adjustments as necessary.
- Oversees maintenance of physical buildings and lot ensuring facilities are in good working order.
- Continually seeks ways to improve service to customers, and ensures volunteers deliver outstanding customer service.

Donors

- Oversees donation acquisition including increasing donations, receiving hours, donation network and connections.
- Oversees donation processing to ensure consistent flow of sorted goods, back stock, and off-season storage to ensure full shelves and maximum revenue.

Marketing & Promotion

- Oversees the display of merchandise and store layout to enhance the appearance and appeal of the store.
- Ensures all marketing materials are available to the public and in compliance with marketing guidelines.
- Oversees social media presence and content.

Requirements

- Passion and enthusiasm for sharing the good news of salvation through Jesus Christ with our ministry partners.
- Experience in retail management preferred and staff/volunteer leadership required.
- Cooperative, friendly, servant leadership attitude to ensure a positive and welcoming environment.
- Resourceful nature and ability to problem solve.
- Experience in internet sales utilizing websites like eBay, Craig's List and/or other web-based platforms.
- Basic understanding of social media and marketing.
- Demonstrated work history of sound decision-making skills, reliability, and honesty.
- Strong verbal, writing and organizational skills.
- Proficiency in Windows, database programs, point of sale software, and Microsoft Office.
- Demonstrated ability to serve in a professional, welcoming, and efficient manner.
- Ability to maintain a flexible schedule.
- Bachelor's degree preferred but will consider equivalent management experience.

To apply send resume and cover letter to Jessica Nolan-Bruinsma, Regional Director at jbruinsma@legacythrift.org