



Hospitality House

Providing Pathways to Housing

1262 Sutton Way, Grass Valley, California 95945 • (530) 271-7144 • hhshelter.org

POSITION DESCRIPTION

Position: Bread & Roses Store Manager
Reports to: Executive Director

Status: Hourly
Date Prepared: April 2016

Position Summary

Store manager will be responsible for the day-to-day operational management of the store, coordination of market plans, and coordination and supervision of store volunteers and job-training participants and helps establish and maintain excellent customer and donor service; monitors, motivates and supervises staff members.

Supervisory Responsibilities

Directly: 1 employee
Indirectly: 20-30 volunteers/6 job training students

Essential Functions

1. Develop and implement written procedures for store operations, including opening, and closing the store; procedures for accepting, sorting, pricing donations; security procedures for staff and volunteers, handling of cash, and other relevant procedures as needed.
2. Oversee the processing of donated items; manage the rotation of items and the disposal of donated items in a timely fashion.
3. Processes include: sorting, tagging, displaying and disposing of donated items, providing leadership to staff and volunteers; set standards for merchandise and communicates same.
4. Manage supply inventory and complete purchase orders as necessary.
5. Contribute to the development of annual revenue projections and meet financial goals.
6. Oversee and process all cash transactions involved with bank deposits, reporting, and customer transactions.
7. Manage monthly budget to ensure expenditures are in line with projected expenses and sales; control petty cash expenditures.
8. Process and report to the management of Hospitality House on sales progress by providing a weekly and monthly report of overall sales, percentage of sales in the various departments, percentage of sales goals reached and overall operation of the store.
9. Maintain and increase knowledge of resale, thrift, consignment and retail trends through daily reading (e-mail list serves, publications) and participation in webinars, staff meetings, and periodic offsite training.
10. Oversee backdoor issues such as donations that were dropped, and maintenance of the dumpster.
11. Manage and oversee duties of volunteer store driver, including truck maintenance. Coordinate pick-up service of donations.
12. Identify maintenance problems and communicate them to the Hospitality House management to ensure a safe, pleasant, and clean working environment for staff, volunteers, and customers.
13. Conduct daily safety inspections by walking the store before opening to make sure floors are free of potential hazards. Ensure restrooms are in working order and aisles are clear.
14. Support volunteers on the sales floor with customer conflicts, pricing issues, etc.
15. Manage monthly budget to ensure expenditures are in line with projected expenses and sales.

Staff Management

1. Coordinate the hiring, supervision, evaluation and professional development of staff.
2. Assess the store’s need for staff and volunteers.
3. Develop schedules for paid staff and volunteers to ensure the development of a daily schedule of volunteer coverage to maintain adequate personnel at the store to accomplish tasks and respond to customers.
4. Train and supervise store volunteers and job retail program students; help with recruiting of volunteers.
5. Provide supervision for staff to include regular and ongoing monitoring of work habits; performance evaluations of individual staff as required by HH Employee Handbook; timely reporting to Executive Director of performance excellence or disciplinary issues.
6. Maintain current knowledge of agency policies and procedures as they relate to personnel; monitor staff for adherence to policies and procedures; take corrective action as necessary to ensure staff is in compliance.
7. Conduct regularly scheduled communication with staff to provide direction, guidance and oversight to personnel.
8. Provide timely direction and written and verbal feedback to staff.

Marketing & Promotion

1. Analyze sales and current inventory in order to provide projections and recommendations to retain customers and increase sales.
2. Develop and implement marketing campaigns for the store that will directly influence sales, donations and volunteer morale. This includes social media and store website.
3. Implement daily, weekly and monthly store promotions with assistance from volunteers.

Personal Qualities

- Ability to work independently and collaboratively.
- Passion and enthusiasm for the mission of Hospitality House.
- Strong team-building skills.
- Ability to prioritize tasks and responsibilities.
- Ability to work creatively under pressure.
- Strong verbal, writing & organizational skills.
- Proficient in Windows, database programs, point of sale software and Microsoft Office.
- Able to relate and communicate tactfully with employees and the general public.
- Experience overseeing volunteers a plus.
- Knowledge of budget management, bookkeeping, and projections.
- Ability to maintain a flexible schedule with availability to work weekends as needed.

Equivalent Education and Experience

- Some college preferred.
- Must have 3+ yrs. experience as a Retail Manager.
- Must have a valid California Driver’s License.

Physical Requirements

- Ability to lift and move up to 50 pounds.
- Able to bend, stoop, and reach frequently.
- Able to stand up 4 – 5 hours at a time.

HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or handicap.

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____