

ReSale Store Manager

Paws4ever

Job Description

Position Summary

The ReSale Store Manager provides supervision, oversight, and management of the Paws4ever ReSale Store to generate revenues to support Paws4ever administration and programs. The Manager is responsible for all aspects of daily store operations, analysis and growth; staff and volunteer management; and customer relations.

The ReSale Store Manager serves as a representative of the organization to all ReSale Store guests. S/he must answer questions and provide assistance as needed while maintaining a positive and professional demeanor. S/he will treat the guests, staff and animals of Paws4ever with respect and maintain a high standard of care as established by the organization and required by law.

The ReSale Store Manager supervises all ReSale Store staff members and volunteers. S/he reports to the Executive Director and ultimately the Board of Directors. Evenings and weekends required.

Principle Functions

Leadership & Staff/Volunteer Management

- Along with the Executive Director, identify store goals and positive growth strategies in alignment with the Paws4ever Strategic Plan and mission. Oversee and analyze progress towards completion of store goals. Make adjustments as needed to stay on track and meet designated milestones and goals.
- In conjunction with Executive Director, craft annual budget and evaluate regularly. Analyze data and sales outcomes.
- Develop, review and update ReSale Store policies and procedures to guide all actions in the ReSale Store. Provide guidance and actively set an example for team members, ensuring all policies and procedures are maintained and followed.
- Along with the Executive Director, hire, orient, and train new ReSale Store employees. Develop and provide ongoing training to ensure team is continuously learning and adhering to industry best practices.
- Along with the Volunteer Manager, recruit, orient, and train new ReSale Store volunteers. Develop and provide ongoing training to ensure team is continuously learning and adhering to industry best practices.
- Supervise all team member actions, providing correction as needed and commendation when earned. Share relevant information with Executive Director or Volunteer Manager to be included in employee/volunteer files, annual performance evaluations, and disciplinary action notices (if needed). Along with the Executive Director, conduct annual performance evaluations for all ReSale Store staff members.

- Establish effective and positive communication amongst all ReSale Store team members, and in collaboration with other Paws4ever programs. Schedule and conduct shift and staff meetings to support communication efforts and training.
- Consistently monitor, coach and encourage team members to meet Paws4ever service standards.
- Promote and practice safe work habits, with careful attention to potential safety hazards, operational inconsistencies and team member incidents. Report/document critical incidents, conduct initial investigation and determinations of root cause in the interest of maintaining a safe work environment.
- Create and oversee shift schedules to ensure the ReSale Store maintains proper coverage for customer service, and ensure adherence to schedules with special attention paid to meal, break, and overtime policies. Review and submit ReSale Store staff timesheets.
- Identify and take advantage of available training opportunities to increase skills and knowledge about retail store management, volunteer management, customer service, leadership, and other relevant topics.

Operations & Administration

- Solicit, accept and process donated items responsibly and accurately. Communicate with and answer questions regarding donations in a professional and pleasant manner. Provide proper tax receipt to donors and proper documentation of donations to Development Manager.
- Sort, clean/repair, price and display donated items for sale. Research price for items as necessary to ensure amount is both appropriate and attractive for the market.
- Manage or oversee the sale of items, including payment processing and item packaging. Carefully review daily accounting to ensure accuracy. Provide documentation and notes regarding sales and donations to Business Manager and Development Manager as appropriate.
- Consider and manage risks to ensure the safety of store property, merchandise and visitors. Ensure proper safety policies and procedures are followed by staff, volunteers and guests.
- Ensure an attractive, clean and organized appearance of the store that will be inviting to customers. Report maintenance or safety concerns to the landlord as appropriate.
- Maintain accurate and neat store records. File appropriately. Update records in a timely manner, ensuring all information is correct and there are no spelling or grammar errors.
- Operate within defined store budget, continually striving to grow store revenue. Submit regular program accounting and all applicable invoices to Business Manager for processing. Regularly monitor the usage and shortage of supplies. Purchase or arrange for the purchase of supplies as appropriate and with Executive Director approval in a timely and consistent manner.
- Prepare progress reports for board, committee and staff meetings. Provide Executive Director with annual reports on progress toward store goals as outlined by the strategic plan.
- Serve on committees and attend regular staff meetings and meetings with manager as requested.
- Submit time sheet bi-weekly.
- Additional duties as assigned.

Customer Service & Community Relations

- Provide helpful, pleasant, and timely customer service to all. Serve as organization representative to customers and at store-related events. Accurately, professionally and positively speak about Paws4ever's mission and various programs. Foster good customer relationships, encouraging an increased understanding and support of the organization.
- Greet and provide helpful, pleasant and tailored customer service to all guests based on the reason for their visit. Answer the phone and respond to email inquiries. Proactively solve customer problems as needed.
- Plan and manage all aspects of store promotions. Work with communications team to promote and advertise the store in a professional manner.

Qualifications

- Bachelor's degree in a relevant field and/or 2-3 years' retail/resale experience.
- Experience in retail management and supervision of staff. Experience managing volunteers strongly preferred.
- Must have strong organizational and leadership skills, be attentive to details and have the ability to prioritize and plan strategically for future efforts.
- Exceptional writing, oral communication and interpersonal skills are essential, as is a passion for and understanding of the Paws4ever mission to create and grow lifetime relationships between pets and people through adoption, training, education, and care.
- Proficiency in MS Office, database programs, and point of sale software.

Skills

The ReSale Store Manager should demonstrate competence in the following:

- Behave ethically: Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and align with the values of the organization.
- Build relationships: Using superior interpersonal skills with the ability to project professional competence, leadership capability and personal maturity, establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Communicate effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques, including but not limited to listening, one-on-one conversation, public speaking, writing, and design.
- Creativity/innovation: Develop new and unique ways to improve operations of the organization and to create new opportunities.
- Focus on stakeholder needs: Anticipate, understand and respond to the needs of internal and external stakeholders to meet or exceed their expectations within organizational parameters.
- Foster teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

- Lead: Positively influence others through motivation to achieve results that are in the best interests of the organization.
- Make decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- Plan: Determine strategies to move the organization forward, set goals, create and implement action plans, and evaluate the process and results.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Physical Requirements

- Requires ability to sit up to 3-7 hours per day with frequent walking, standing, bending, squatting, pulling and pushing. Requires ability to keyboard at computer for up to 4 hours per day.
- Ability to move or handle merchandise up to 50 lbs.
- Ability to freely access all areas of the store; including upstairs sales and stock area.