

## MGHF JOB DESCRIPTION

POSITION TITLE: Treasures Store Manager

EMPLOYMENT STATUS: Exempt

WAGE RANGE: \$20.00 – \$23.00/hour (Depending on Qualifications)

REPORTS TO: MGHF/TREASURES COMMITTEE CHAIR

### POSITION DESCRIPTION:

The Treasures Store Manager is responsible for the coordination and oversight of the daily operations of the Treasures Thrift and Book Stores. With input and strategic direction from the MGHF Board of Directors and the Treasures Committee Chair, the Store Manager will ensure exceptional customer service, high retail standards, financial stability, safety and compliance. The store manager provides supervision of all store employees as well as volunteers.

The successful candidate must be able to develop the store into a self-sustaining entity while generating income for the Mission of Mason General Hospital Foundation (MGHF). The Store Manager must be self-motivated; be able to provide innovative ideas; and exhibit leadership skills and follow through in order to build a team of volunteer and paid work force members.

Some evening hours and weekend hours are required. The position may include driving and requires a valid WA driver's license and must maintain automobile insurance that meets the minimum required by the State of Washington.

### Job Functions:

1. Responsible for the successful and profitable management of the retail/thrift store operations.
2. Coordinate daily operation of the store including opening and closing, sales floor management, oversight of the back room operations, pick-up and deliveries as well as administrative responsibilities.
3. Holds self and staff accountable to achieve budgeted sales and manage expenses.

4. Leads by example to set expectations and balance the workload with the retail staff and volunteers.
5. Oversees and maintains store standards for visual merchandising, signage and customer service.
6. Oversees sorting, pricing, recycling and disposal of inventory for the best presentation of quality merchandise in the store.
7. Insures retail/thrift store policies and procedures are performed as outline.
8. Insure the store is properly maintained, physically appealing and safe environment. Responsible for timely repair and/or initiation of facility operation requests and proper follow through to insure completion.
9. Provides leadership and good decision making for retail/thrift store operation.
10. Maintains safe and secure work environment that is neat and clean and provides exceptional customer service.
11. Oversees coordination and scheduling of retail/thrift store volunteers and employees.
12. Provides supervision, coaching/training and support of retail/thrift store volunteers. Seeks new volunteers as well as retention of volunteers.
13. Performs other duties as assigned.

#### Minimum Qualifications:

1. Bachelor's degree in business related field and at least two years of retail management experience; or Associate's Degree and at least four years of retail management experience; or High School diploma or equivalent and at least six years of retail management experience.
2. Two years' experience in marketing, promotions, and retail store development activities preferred.
3. Experience supervising and managing a diverse group of employees and/or volunteers required.

#### Knowledge, Skills and Abilities

1. Excellent organizational, financial and administrative skills.
2. Excellent verbal and communication skills
3. Ability to be flexible and effectively manage priorities, multiple tasks and meet deadlines.
4. Provide proactive customer focused leadership in accordance with mission and vision.

5. Proven ability to work effectively with staff, volunteers and the public including donors and customers.
6. Ability to maintain organizational confidentiality, which includes, but is not limited to, information about volunteers, employees, donors and foundation operations.
7. Ability to use personal computer, data base systems and word processing programs.
8. Experience using analytical and conceptual skills to solve problems and develop processes, procedures, etc. Resolve conflicts effectively.
9. Ability to utilize proper body mechanics; to assess personal safety concerns and take appropriate actions.