

Love INC Thrift - Store Manager

Responsibilities and Resources



Spiritual
Foundation

Staff &
Volunteer
Management

Store
Management

Customer
Service

Administration

Spiritual Foundation

- Exhibit spiritual maturity, integrity, and a commitment to prayer and personal transformation that reflects his/her relationship with Jesus.
- A Christian, committed to Jesus and the Church's mandate to serve our neighbors-with-need as an agent of transformation.
- Affirmation of the Apostle's Creed and has a personal relationship with Jesus that is reflected in the ability to treat Neighbors and volunteers with dignity and respect.

Staff and Volunteer Management

- Train, schedule, and supervise Thrift Store Volunteers, Thrift Store Staff, and Community Service Volunteers.
- Facilitate good communication with Assistant Manager(s), Support Staff, and Volunteers.
- Foster and nurture relationships and ensure a positive volunteer and staff experience.
- Oversee volunteer check-in & -out process.
- Create and maintain a system of showing appreciation to Volunteers.
- Empower volunteers to use their gifts and talents in ways that give them viable ministry opportunities to serve in their local church or community through Love INC.
- Ensure that workplace health and safety requirements are met.

Store Management

- Oversee Sales Floor and Standard Operating Procedures from start to finish.
- Responsible to open and close the store.
- Work with Donation Center Supervisor to ensure store inventory.
- Oversee counting cash drawer daily, prep drawer for next use, and make daily deposits to Love INC's bank.
- Ensure that workplace health and safety requirements are met.
- Create and maintain Standard Operating Procedures (SOPs).

Customer Service

- Serves as the primary point of contact for Love INC Thrift customers ensuring an atmosphere of welcome, hospitality, and dignity to all who enter our store
- Promotes excellence in the customer service experience for all visitors to the thrift store through modeling and staff and volunteer training
- Shares, educates, promotes Love INC to our community through engagement to our customers.

Administration

- Attend staff meetings as called by Executive Director.
- Implement existing and new Standard Operating Procedures.
- Ensure security, integrity, and confidentiality of data and other ministry information.
- Provide a written bi-monthly board report to the Executive Director.
- Manage existing budget and create budget for next fiscal year.

Benefits

- Paid Holidays
- Paid Vacation-After 90 days
- Paid Personal Days
- Paid Bereavement
- Spiritual Days
- Professional Development

