

Forgotten Angels Foundation Job Description

Title of Position: **Resale Store Manager**
Reports to: **Executive Director**
Supervises: **Asst. Manager, Warehouse Manager, Store Associates & volunteers**

Position Summary: The Resale Store Manager is responsible for the day-to-day operations of the Resale Store. This includes all aspects of operations, including sales, merchandising, donation solicitation, receiving, sorting and merchandising. Also includes supervision of staff, volunteers and people completing community service requirements. The manager is a member of the executive management team and collaborates with other management staff to ensure the success of other Forgotten Angels Foundation programs.

I. General Duties:

- A. Ensures that store is open and staffed during business hours
- B. Reconciles daily and monthly sales.
- C. Ensures that deposits are made daily
- D. Develops schedules utilizing volunteers and community service workers as well as paid staff, when available
- E. Ensures Sales tax is paid
- F. Analyzes sale data and allocates square footage on sales floor based on sales
- G. Develops promotions to increase sales.
- H. Actively markets to develop new sources of donations and volunteers.
- I. Participates in setting goals for the store and developing the budget.
- J. Works with Warehouse Manager to keep store full and effectively market interesting items that come in.
- K. Participate in Resale Manager networks and other professional groups.
- L. Evaluates job performance of direct reports and ensures performance evaluations are done regularly on all other staff.
- M. Ensures compliance with all codes and ordinances, including licensing for sanitation of bedding. Helps develop and oversee process of sanitation.
- N. Supervises Community Service volunteers, tracks hours and ensures they receive proper documentation.
- O. Tracks volunteer and client hours of participation
- P. Understands and oversees bookkeeping functions.
- Q. Oversees cleaning and care of the facilities.

VI. Qualifications

- A. Good organizational skills with ability to develop and implement processes to ensure smooth operation and accurate accounting.
- B. Prior experience in retail or demonstration of ability.
- C. Computer skills including knowledge of Microsoft Office and Quickbooks.
- D. Ability to work with a variety of people, including volunteers and Community Service workers.
- E. Ability to work without direct supervision.
- F. Commitment to helping others.