

Job Posting: Dorcas Ministries Thrift Shop Manager 2018

Location: Cary, NC

Our Mission

Dorcas Ministries provides crisis relief to area residents who seek stability and self-sufficiency through food and financial assistance, scholarships, training programs, referrals and an affordable thrift shop.

Job Overview

We have an exciting opportunity for a leader preferably with retail experience who enjoys working with customers, volunteers and co-workers. This position is responsible for conducting the daily operations of the Dorcas Shop, the premier thrift store in Western Wake County. Candidates must possess a passion for helping others and being part of a caring community addressing the needs of neighbors in crisis. This position reports directly to the Executive Director.

Duties and Responsibilities:

- Meet store goals; identify work to be done; prioritize and delegate to reach performance goals. Hold self and team accountable for driving results. Develop and manage to Dorcas operational standards. This includes: opening and closing procedures, cash management, pricing, rotation schedule, processing donations, store and salvage returns, record keeping and reporting information.
- Work with Operation Supervisor to ensure donations are received and processed quickly, efficiently and meet quality standards. Monitor inventory levels, production, and donation volume to drive retail sales.
- Work closely with the Dorcas Ministries staff, Board of Directors, and volunteers to support the organization's goals and mission.
- Assist in the preparation of the annual operating budget and strategy plan. Monitor and control the expense budget for the Dorcas Shop.
- Compile and distribute monthly reports on Dorcas Shop sales and performance to the Board of Directors.
- Oversee the purchase of supplies for use in the Dorcas Shop.
- Organize and promote sales events for the Shop.
- Approve and document donations made to outside agencies.

- Organize and conduct management meetings for Day Managers and volunteers.
- Organize internal Dorcas Shop ad hoc committees as needed.
- Provide procedures and guidelines for the Dorcas Shop volunteers.
- Review the Dorcas Shop volunteer job descriptions and update as needed.
- Coordinate placement of volunteers with Day Managers and the Volunteer Manager to satisfy the needs for Dorcas Shop operations.
- Periodically review and maintain the Shop's pricing list.
- Coordinate with department managers to create attractive and appropriate sales floor displays. Set dates for seasonal changeovers for the Shop.
- Facilitate a safe and healthy working environment for customers, volunteers, and staff.
- Provides functional guidance for volunteers who work in the Dorcas Shop.
- Perform any other duties assigned by Executive Director and Board president.

Education/Experience/Skills Required:

- Bachelor's degree from a four-year college or university
- Retail management experience preferred.
- Experience and/or knowledge in volunteer management preferred.
- Knowledge of principles and practices of supervision.
- Ability to work with diverse personnel and promote diversity in the workplace.
- Ability to communicate effectively both orally and in writing.
- Ability to train volunteers and staff.
- Proficiency in using computer applications relative to performance of the daily operations of the Dorcas Shop. This includes trouble shooting cash registers and credit card machines.
- Ability to analyze sales data and plan accordingly.
- Ability to physically perform the job functions.

Physical Demands:

- Ability to lift objects weighing no more than 50 pounds.
- Ability to operate standard office equipment.
- Able to bend, stoop, and reach frequently.
Able to stand up to 4 – 5 hours at a time.
- Ability to travel. Must have a valid North Carolina driver's license.

Work Environment/Environmental Condition:

- Normal office and retail environment.
- Must be able to work outdoors in inclement weather.
- Saturday work required.