

Village Thrift Assistant Manager

Support the Village Thrift Director in Team Leadership

Support the Village Thrift Director in All Store Operations

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- Establish a working relationship with the Director of Village Thrift, all staff, and all volunteers that enhances collaboration and goodwill among our team.
- Provide primary store leadership whenever our Director is away from the store.
- Exhibit the values and vision of Village Thrift and assist in leading our team to accomplish retail goals in a way that aligns with our values and vision.
- Attend, contribute, and - when asked - lead team meetings and necessary trainings.
- Embrace and embody a culture of honor and dignity towards our staff, volunteers, customers, and clients.
- Participate in the ministry strategy of Village Thrift being mindful of ways everyone who interacts with our store can grow in their relationship with Jesus.
- Maintain and increase in knowledge of resale and thrift trends through ongoing education and participation in periodic offsite trainings.

Support the Village Thrift Director in All Store Operations

- Communication + Community:
 - Maintain relationships with customers that are open and patient.
 - Develop listening skills that promote relationships with our team and customers.
 - Master conflict resolution in a manner that will embody the Christian values of our organization, and provide the best chance for everyone involved to walk away with dignity and resolution.
- Finances:
 - Collaborate with the Director regarding the goals for revenue targets and organizational plans to achieve these goals.
 - Adhere to policies and budget plans to reach target goals.
- Human Resources:
 - Assist the Director in the team-building of the Village Thrift staff: through encouragement, accountability, and correction as needed.
 - Oversee adequate scheduling of staff at Village Thrift.
 - Keep a pulse on the ever changing team dynamics and work with the Director to make corrections as needed.
- Operations:
 - Adhere to policies and processes that are confirmed through SOP's (Standard Operating Procedures).
 - Ensure the safety and security of our operation.
 - Open and close store, and handle cash as needed.
 - Assist in the oversight of the Sales Floor and its Standard Operation Procedures (SOPs) from start to finish.

- Operations (continued...):
 - Serves as the primary point of contact for Village Thrift customers ensuring an atmosphere of welcome, hospitality, and dignity to all who enter our store.
 - Streamline and reinforce communication between our Donation Center and Salesfloor.
 - Assist the Director in ensuring there is a well-organized and visually beautiful sales floor.
 - Understand the marketing of staging and creating appealing displays with the sole purpose of selling more items faster.
 - Participate in pricing and monitor the pricing by team members.
 - Learn to stage and arrange furniture for the most attractive display.
 - Oversee the sales floor, ensuring things are in order, items are priced, and there are no instances of safety or security violations.
 - Execute “flash” sales as needed, and communicate all sales to our Communications Coordinator.
 - Collaborate with Director and Communications Coordinator in our social media strategy.
 - Assist in providing training and supervision for sales floor volunteers ensuring Village Thrift SOPs are followed.
 - Collaborate with the Director on creating and implementing new SOPs as needed.
 - Maintain current knowledge of Love INC's policies and procedures as they relate to monitoring volunteers for adherence to policies and procedures
 - Attend scheduled meetings with other staff to contribute to direction, guidance, and oversight of volunteers, as well as addressing mutual concerns and sharing ideas for creating a better culture.
 - Work with our Volunteer Coordinator and Director to determine what volunteer positions are most needed.
 - Cultivate a culture of honor among our employees and volunteers.
 - Collaborate with Donation Center Supervisor to manage “bridge” personnel.
 - Assist the Director in processes for community service volunteer hours and Love INC client and partner transactions.
 - Promotes and assists in building relationships with customers and visitors to the thrift store through modeling as well as staff and volunteer training.

Education, Experience, and Skills Required:

- Retail/resale experience required
- Retail management and retail merchandising required
- Experience with online selling, estate sales, antiques, and collectibles knowledge preferred, but not required
- Experience overseeing volunteers is preferred, but not required
- Passion and enthusiasm for the mission of Love INC and its clients required
- Strong organizational skills required
- Strong verbal and written communication skills required
- Proficiency in Microsoft and database programs required
- Must be a self-starter with an eye for detail
- Must be optimistic
- Must be a leader
- Must be teachable
- Must be able to thrive in a flexible, fast-paced, and missional growth environment while maintaining a professional, positive, solution-oriented attitude
- Must be able to maintain a flexible schedule with availability to work weekends and or evenings, if necessary.

Other Things To Know About The Role:

- We dream of launching another store in the next 12-months, and we are looking for someone to learn from our current Director in order to run our current store as the primary leader while our Director is launching a new store.
- As the Assistant Manager, you would be the direct report for 5-7 other staff: Donation Center Supervisor, Merchandise Expeditor, 2 Casiers, and 2 Transport Team members.
- We have ~45 volunteers serving in our store every month, and you would be the primary leader for ensuring all volunteers are adequately trained and operating according to our policies and procedures.
- This is more than retail! All profits from our store go into our Life Transformation Program which helps people in need in Brevard County transform their lives through mentorship, our need-meeting network, and free life skills courses. Our sales matter, and we have aggressive year-over-year goals for growth!
- We are a Christian ministry, and all staff are expected to live in a way that aligns with God's wisdom for life expressed through the Bible.
- Our team culture is positive, gracious, hopeful, and loving; we are looking for someone who embodies these characteristics.