



## **Store Manager Job Description**

### **Principle Function**

The Twice as Nice Resale (TANR) Store Manager (employee) is responsible for leading and coordinating all staff and volunteers in conducting sales, advertising, and all other visionary and operational aspects of TANR to ensure maximum support of Woman to Woman Pregnancy Resource Center (W2W).

Supervisor: CEO  
Supervises: TANR staff and volunteers  
Status: Full Time, Salary

### **Qualifications**

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as their Savior and Lord.
- Attends faithfully at a local church.
- Acts as a minister of the gospel of Christ.
- Exhibits a strong commitment and dedication to the pro-life position.
- Agrees with and is willing to uphold the W2W Statement of Principle, Statement of Faith, core values, and policies and procedures.
- Has a minimum of three years' experience in retail leadership or equivalent leadership involving the motivation of personnel to achieve goals and consistently develop skills.
- Possesses excellent understanding of the retail environment and demonstrates competent knowledge in retail trends and how to leverage the trends to maximize daily retail selling maximization (as well as holiday and observance retail).
- Experience in retail technologies with proven success in implementing designing and executing retail marketing, communication strategies and campaigns, including digital, across multiple platforms.
- Demonstrates knowledge in social media trends to maximize messaging.
- Ability to communicate with diverse populations and possess superior verbal and written skills.
- Possess problem solving, analytical and critical thinking skills.
- Dependable, stable and capable of following through on commitments.
- Proven track record of strong organizational skills.
- Possess strong typing and data entry skills.



- Ability to develop and maintain effective working relationships using strong interpersonal skills.
- Respects the confidentiality of clients, volunteers, staff and customers.

### **Physical Requirements**

- Ability to communicate (talking, hearing, and seeing).
- Sitting, standing and walking.
- Able to lift and carry up to 50 pounds and maintain physical condition given a retail environment which sells a variety of products and furnishings.
- Possess a valid Class “C” or better driver’s licenses and maintain minimum vehicle liability insurance coverage.
- Must have ability to successfully complete a post-offer drug test and criminal history check and other appropriate testing and requirements.

### **Work Conditions**

- Work is performed generally in an office and retail environment with an extensive amount of public interaction and interaction and work in the warehouse.
- Exposed to register and computer screens.
- Some work is performed outdoors with exposure to all weather conditions, traffic, vibrations, noise, slippery or uneven surfaces and dust.

### **Required Expectations**

- No profanity.
- Punctual and adherence to work schedule.
- Late night, weekend, and special event work.
- Reporting daily, weekly, and monthly, as assigned.
- Communicate special circumstances regarding assigned tasks.
- Commitment to and demonstration of core values in daily work.
  - Integrity
  - Accountability
  - Commitment
  - Teamwork

### **Job Duties**



#### A. TANR Sales and Marketing

- Develop and coordinate with Communications Manager the publishing of a monthly sales calendar and sales events on TANR website and other social media platforms as recommended by the Communications Manager to maximize customer visitation and purchasing.
- Post physical sales advertisements and upcoming events of TANR on the entrance doors at least one week prior to the event.
- Develop monthly Advertising and Information Campaign for TANR TV and coordinate with Communications Manager for consistent publishing updates.
- Establish daily, weekly, and monthly sales plan.
- Achieve daily and monthly sale goals.
- Maintain a clean and organized sales floor to maximize a positive customer experience.
- Foster continued customer engagement with the W2W ministry.
- Coordinate as appropriate with other local businesses to build and increase TANR and W2W awareness and foster partnerships.
- Maintain and grow relationships with current Corporate Partners for Life while seeking opportunities to create new ones.
- As a member of NARTS, utilize all best practices and retail information to enhance the TANR brand, sales, and customer experience.

#### B. TANR Leadership

- Set an example of servant leadership daily.
- Coordinate and publish staff and volunteer work schedules.
- Establish and execute staff and volunteer training programs for maximizing skills and diverse operational needs.
- Follow TANR Operations Procedure Manual and ensure all staff and volunteers understand and apply it in the day-to-day business operations.
- Provide cross-training opportunities for staff and volunteers to develop individual skill sets and maximize organizational effectiveness.
- Delegate tasks, when appropriate, to TANR staff.
- Be a daily ambassador for W2W ensuring all staff and volunteers understand TANR's role as a major support arm of the W2W ministry.
- Provide a minimum of three performance reviews annually of staff to supervisor.

#### C. General Support



- Increase warehouse utilization through developing efficient workflow processes.
- Maintain clean and organized office and break area.
- Maintain monthly budget within board approved parameters.
- Price items in accordance with written policy before placing them on the sales floor.
- Maintain safe sales floor.
- Attend weekly staff meeting.
- Attend all fundraising events.
- Attend one offsite professional development seminar annually.
- Oversee and randomly check video monitoring system.
- Ensure security systems are operational for maximum effectiveness.
- Ensure daily security opening and closing protocols are followed.
- Ensure sales closing activities are completed, logged and secured.
- Maintain daily sales log.
- Complete all other tasks as assigned.



**Last Modified: July 21, 2023**

**Prepared By: Chrisana Black, Volunteer**

**Approved By: Anne Strong, Director of Operations**

**Employee Acknowledgement**

I have read and understand the Job Description for the position I hold at Woman to Woman (W2W). A copy of the Job Description has been given to me for my records. I acknowledge, understand and agree that:

1. It is to inform and assist me in the performance of my duties at W2W.
2. It does not constitute an employment contract with W2W.
3. It does not confer any rights to any employee.
4. It is subject to change at any time without prior notice.
5. It is the property of W2W.

I understand and agree that my employment with W2W is “at will” and may be terminated at any time, with or without cause, for any or no reason, and with or without prior notice.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Original:** Employee’s Personnel File    **Copy:** To Employee    **Copy:** Job Description File