



STORE TEAM LEAD

HOPE Helps, Inc., dba The HOPE Chest, is looking for a positive, energetic and self-disciplined team player to join our organization as a Store Team Lead in Oviedo. This 32-36 hours position assists in the oversight of the day-to-day store operations to generate sales and to ensure a friendly working environment. The Store Team Lead will also assist in overseeing the staff and volunteers, sales goals, donations of merchandise and promotion of the store in the community. The right candidate will understand and convey the mission of HOPE as well as help promote outreach events and fundraisers. Store hours range from Monday-Saturday, 8:00 am to 5:00 pm and availability on Saturdays is required.

- Understanding of HOPE's mission, values and vision.
- Promote and maintain a professional appearance, demeanor and presence at all times within the store as it pertains to your position with HOPE Helps, Inc.
- Greet & assist clients, customers, donors and volunteers in a polite, courteous, friendly, helpful manner.
- Assists in the store with engaged selling of general merchandise, ensuring sales floor is filled in and cleaned.
- Lead and help oversee volunteers making them feel busy and engaged, giving them a positive HOPE experience.
- Work alongside Store Staff to ensure training and policies are being followed, leading the behaviors as a role model.
- Be proficient with performing cashier duties on POS system to include daily sales reports for deposits, as needed.
- Train and assist new hires and fellow employees with any POS issues. Notify Clover or IT for advanced troubleshooting, if necessary
- Manage incoming and outgoing phone calls, in a prompt and pleasant manner. Direct inquires to the proper channel and communicate messages timely.
- Assist referred HOPE clients with thrift vouchers. Lead team in assisting clients and addressing concerns. Communicate with Case Managers for any client needs.
- Assist in overseeing daily opening, running and closing cleaning duties/checklists. Lead others to do the same.
- Be aware of resource/event needs of specific donated items for collection. Lead team to promote events and communicate to customers.
- Assist and oversee in accepting, sorting and the pricing of donations, adhering to HOPE's policies.
- Work in conjunction with the driver to ensure safe placing of large items and pricing.
- Take initiative to learn and perform tasks during slow times.
- Make independent decisions based on policies and procedures, as needed. Communicate to Managers if any decisions are made.
- Lead the replacement of store marketing materials as needed. Request pre-approved forms as needed. Remove materials timely as they become outdated.
- Required: Previous Cashier/POS experience, Excellent Customer Service experience, Retail Merchandising. High School Diploma, Background Check.

Please send resume and hourly pay rate expectation to resume@hopehelps.org with STORE TEAM LEAD in the subject line.