



HOPE CHEST STORE MANAGER

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 Manager in Oviedo. This 40 hour position manages the oversight of the day-to-day store operations to generate sales and to ensure a friendly working environment. The Store Manager is also responsible for supervising staff and volunteers, receiving donations, purchasing, ensuring superior customer service, financial and statistics reporting and inventory management. 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.
- Supervise all store functions including day to day operations, staff scheduling and management, store promotions, merchandise, customer service and processing of donations and pricing.
- Provide for the most appropriate store layout and merchandise displays that will maximize customer interest and sales as well as keeping it clean.
- Direct staff interviewing, hiring and scheduling of thrift employees, alongside CAO. Provide performance evaluations of all staff, as required. Provide staff recognition, encourage staff feedback.
- Manage staff and volunteer training focused on superior customer service, and maximization of volunteer experiences alongside Volunteer Coordinator.
- Review and adjust scheduling of regular volunteers for ongoing tasks alongside Volunteer Dept. and Store Volunteer Coordinator, as needed.
- Manage and develop vendor relationships.(i.e. Suncoast, Scrap Metal vendor, etc).
- Oversee ordering and purchasing of retail-related supplies/fixtures for the store. Approve monthly supply purchases from Assistant Manager.
- Provide all activity reporting on the store, as requested. Evaluate and make suggestions for changes in pricing structure, product rotations and reporting as appropriate for operations and overall sales in the store.
- Collaborate with the CEO and Marketing Department to plan, design and implement all store advertising (to include signage inside/outside), communications and promotions (including social media and newsletter) within budget limitations. Review applicable online sales options, as needed.
- Work with immediate supervisor in the development of the department plan and SOPs as well as long-range planning of Thrift operations, which may include future expansion.
- Manage communication dissemination of any day-to-day promotions, changes, store updates to all staff, via email. Send monthly team emails to staff, CEO and CAO for results on the previous month's sales, kudos and any news or goals for the upcoming month.
- Attend scheduled staff/leadership meetings prepared to share and report on areas under your responsibility.
- Research new opportunities to bring in revenue (i.e. donations from outlets, e-commerce sales, etc.) and report to CAO/DOF.
- Supervise staff in accuracy of counting of register drawers ensuring the total security of all cash moving through the registers to include petty cash. Work alongside the Finance Dept. to maintain a balance of petty cash and/or daily cash drops.
- Assist on the store sales floor, as needed.

- Oversee the daily cleaning of the store, as stated on store checklists. Discuss with Facilities any internal/external maintenance of building and property with CAO approval on quotes and scheduling. Schedule annual walkthroughs with the CAO and Facilities.
- Understanding HOPE's mission as it relates to the voucher program with the Resource Center, supporting the team when interacting with clients and case managers. Help with Resource Outreach and Event needs (i.e. clothing for B2SB, CITC toys, event decor, etc.).
- Assist in planning HOPE's annual Loyalty Member VIP event with the Events Manager, when budgeted.
- Review and check store surveillance on a consistent basis. Train other Staff Leads to review surveillance, as needed for back up.
- Oversee deep clean of the store on bi-annual basis with staff/volunteers.
- Work alongside the Marketing Department to distribute a bi-annual Thrift Newsletter.
- Coach and train all Thrift staff in customer service as it pertains to the "HOPE" way.
- Prepare and conduct staff/volunteer meetings, bi-annually.
- *Required: Cashier/POS experience - 2 year minimum, Excellent Customer Service People Management experience, Retail Merchandising. High School Diploma, Background Check.*
- *Preferred: Nonprofit experience, Google Apps knowledge, Ability to stand for long periods of time.*

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