

JOB DESCRIPTION

Job Title:	Retail Operations Manager
Department:	Thrift Store
Reports to:	Chief Financial Officer
FLSA Status:	Exempt
Wage:	\$65-\$70,000 (DOE)
Hours:	40 hours per week Full-Time Weekdays (weekends, evening, holidays as needed)

The Retail Operations Manager is responsible for managing product flow from first touch to point of sale ensuring adequate donations are received, processed and merchandised to meet revenue goals. The Retail Operations Manager is expected to display professional integrity both personally and in the leadership of the retail team in support of the mission of Alpha Resource Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Create and implement operational processes to maximize the volume and value of donations resulting in annual increase in net profits.
- Develop policies and procedures to meet new or changing conditions within the retail environment and ensure consistency among sites in policies and practices.
- Develop operational controls and functions to improve quality control and customer satisfaction.
- Develop and submit an annual budget plan for this area of responsibly. Monitor expenses against budgeted costs and provide explanations for variances.
- Develop and lead safety programs and procedures across all departments within Retail Operations
- Lead the team in creating an atmosphere that enables the dialog and commitments that promote a continuous improvement mindset and has a favorable impact on effectiveness and efficiency.
- Design and implement training programs and supporting materials for employee education and development.

REQUIREMENTS

SUPERVISORY RESPONSIBILITIES

Retail Managers and Production Staff including E-Commerce and Route Drivers

HOURS OF WORK

Work hours will be fixed per the demands of the department. Regular attendance, punctuality and diligent work performance are expected and required. Attendance and participation at staff meetings, trainings and seminars is expected.

QUALIFICATIONS

The employee must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Appropriate training will be provided where necessary, and specific assistance in refreshing the employee in those areas where appropriate.

- Eligible to work in the United States
- Valid California Driver's License and eligible for insurance under the company policy.
- Ability to speak and understand Spanish fluently
- Ability to work independently without supervision while maintaining a high-level of organization
- Ability to embrace and implement communication best practices.
- Ability to operate and use all equipment necessary to do the job.
- Ability to work varied hours/days as business dictates
- Basic knowledge of office practices and office equipment
- Ability to safeguard confidential information obtained during employment
- Ability to work both individually and as a team member and prioritize work
- Must be able to establish rapport and communicate with internal and external customers of diverse cultural, educational and mental and physical ability

EDUCATION AND/OR EXPERIENCE

High School Diploma or a combination of education and experience demonstrating ability to perform essential duties is required. Minimum of three years in a supervisory retail position. Must have good computer skills, including experience with the Microsoft Office suite of software, including Outlook, Word, Excel, etc.

LANGUAGE SKILLS

The ability to read, write and speak English clearly is mandatory. Ability to speak and understand Spanish is required. The ability to communicate information to other employees, customers and donors as well as management in a clear and concise manner is essential.

REASONING ABILITY

Employee is able to apply common sense understanding to carry out instructions, either written, oral, or diagram form. Must possess the ability to deal with problems involving several variables in any standardized situation. Must be able to prioritize tasks and activities in a manner consistent with direction from supervisor.

PHYSICAL DEMANDS

The employee is regularly required to continuously stand, walk, sit, talk, and hear. Employee must be able to bend, squat, climb stairs, and safely lift and/or move up to 50 lbs. unassisted. The employee frequently is required to use hands to handle or feel equipment, paper, or files. The employee must be able to operate all office equipment, especially a computer keyboard as well as see a computer monitor display screen. The employee is occasionally required to stand, walk, and reach with hands and arms. Specific vision abilities required by this job include close vision.

This position requires the manual dexterity and adequate vision to read written materials, enter data into a computer, adequate hearing and verbal communication skills to conduct conversations (in person or on the telephone) and interact with staff and others to perform duties.

WORK ENVIRONMENT

The work environment would be generally described as a production facility with a retail and office setting adjacent to the primary work area. The ability to move between these areas is required in the execution of the employee's functional activities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate to loud and the illumination of the work area is primarily with fluorescent artificial lighting.

**NOTE: This job description is not intended to be all-inclusive.
Employee may perform other duties to meet the ongoing needs of the organization.**