



## JOB DESCRIPTION

<b>Position</b>	<b>Department</b>	<b>Reports to</b>
Retail Manager	Gateway Mission Store	Social Enterprise Director
<b>Employment Status/Schedule</b>	<b>FLSA Status</b>	<b>Salary Level</b>
Full time; 1 <sup>st</sup> shift; 2 <sup>nd</sup> shift	Exempt	4
<b>Location</b>	<b>JD Number</b>	<b>Last Update</b>
Gateway Center	15-01	2-23-26

### **Purpose/Mission/Vision**

Gateway Mission is a 501 (c) (3) non-profit ecclesiastical ministry operating under the direction of a volunteer Board of Directors elected from a broad cross-section of Christians in the community. Our mission is to declare and demonstrate the love of Jesus by providing housing and programs for the homeless and less fortunate. Our vision is to equip each person we serve to follow Jesus and live as a productive citizen. Gateway Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of Gateway Mission have a personal relationship with Jesus Christ and subscribe to our Mission, Vision, Core Values, Statement of Faith, and Qualifications for Employment upon hire and continuously while employed. Employees are encouraged and expected to share the Gospel as opportunities arise.

### **Position Summary**

The Retail Manager role oversees the day-to-day business operations of the thrift store with equal focus on ministry and profitability.

### **Essential Duties & Responsibilities**

#### OPERATIONS

1. Supervise all store activities including assisting on the store sales floor as needed.
2. Count down register drawers and prepare daily deposits of store sales, emphasizing internal controls for safe cash management.
3. Manage daily store opening and closing per task list for end of day duties.

#### MERCHANDISE

1. Develop an appropriate store layout and merchandise displays that maximize customer interest.
2. Responsible for proper identification, pricing, and display of vintage merchandise.
3. Order and price all new merchandise needed by the store.

## FINANCIALS

1. Work with the Social Enterprise Director in the development of the annual budget as well as long-range planning and strategic development of the Thrift operation.
2. Work with the Social Enterprise Director in planning, design, and execution all store advertising and promotions in line with budget limitations and the development team.
3. Generate activity reports as may be required by the Social Enterprise Director including suggestions for changes in reporting as appropriate for effective evaluation of retail operations.
4. Implement and maintain current budget and sales reports in Thrift Cart POS system.

## STAFFING

1. Oversee staff hiring and provide performance evaluations of all staff as required.
2. Maintain department work schedule and approve time cards for payroll.
3. Oversee and assist in the development of training tools and methods.
4. Attend scheduled staff meetings and be prepared to report on areas assigned.

## VOLUNTEERS

1. Lead and Implement the Community Service program by conducting Community Service Orientations, Scheduling the adult and juvenile JAWS crew along with all administration of required paperwork for the court system.
2. Work with the Volunteer Coordinator to recruit, train and maintain regular volunteers

## MISCELLANEOUS

1. Order and purchase store supplies for sales floor and office.
2. Ensure daily cleaning and maintenance of the store.

### **Personal Qualifications**

- Practicing believer in the Lord Jesus Christ
- Be an active member of a local evangelical church community
- Desire to meet the physical needs and spiritual needs by sharing the good news of the Gospel

### **Education/Experience**

- High school graduate required; college preferred
- Minimum 2 – 3 years' experience in related field
- Experience/knowledge of homelessness culture preferred
- Experience/knowledge of what God is doing through the ministry of Rescue Missions preferred

### **Skills and Abilities**

- Strong organizational, time management, multitasking and networking skills
- Ability to communicate effectively – written, verbal and electronic communication
- Strong leadership skills to supervise and assign staff to achieve departmental goals, while exhibiting servant leadership.
- Ability to deliver an outstanding customer experience
- Ability to supervise staff and volunteers as needed
- Ability to establish and maintain effective working relationships with community partners, vendors, volunteers, and staff.
- Critical thinking skills.
- Strong computer skills (Microsoft Office 365, Outlook, data entry, point of sale, inventory management)

### **Physical Activities/Demands & Work Environment**

- Stand, walk, lift, carry regularly; bend, crouch occasionally to perform job functions
- Lift and move objects weighing up to 35 pounds required; up to 75 pounds preferred if working in furniture
- Manipulate, handle, feel, and control items or equipment
- Communicate effectively with guests, volunteers, and staff
- Read, write, and interpret written documents
- No adverse environmental conditions expected

**2 Timothy 3:16-17** “All Scripture is breathed out by God and profitable for teaching, for reproof, for correction and for training in righteousness, that the man of God may be competent, equipped for every good work.” (ESV)

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Disclaimer This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform and other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements are subject to modification to reasonable accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed are the minim levels of knowledge, skills, or abilities. This document does not create an employment contract implied or otherwise, other than an 'at will' relationship.

Gateway Mission is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.