

Bridgehaven Pregnancy Support Center  
Position Profile

Position/Title:

**Treasures Store Manager**

Adopted: 9/18/13

Revised: 08/27/2020

**POSITION DESCRIPTION**

Department: Development

Hrs/week: 40 hrs/week

Reports to position: Development Director

Overtime status (employee type): Non-exempt

FLSA status: Non-exempt hourly

Full/Part-time: F/T

Pre-employment testing: Background check prior to hire

Work environment: Retail store; Varied/changing

Direct Reports: Treasures Assistant Manager, Treasures Associate, all Treasures Volunteers

Probationary Period: 90 days or less from date of hire

**GENERAL STATEMENT OF DUTIES**

- Manage the day-to-day operations of Treasures Quality Resale Shoppe in a way that reflects the ministry of Bridgehaven Pregnancy Support Center, meets or exceeds revenue goals, works to grow the store (in revenue and creativity), manages and enables staff, empowers volunteers, values customers, appreciates donors, and always gives glory to God. Treasures serves as an ambassador and revenue stream for Bridgehaven; together we empower choices for life.

**EXAMPLES OF ESSENTIAL WORK**

**Treasures Operations**

- Lead store operations by scheduling and assigning employees and volunteers to ensure merchandise is sorted and stocked in a timely manner and shop is staffed appropriately when open
- Maintain store staff and volunteers by leading onboarding, orienting, and training
- Provide on-going coaching and counseling to the Assistant Manager, Associate, and volunteers
- Maintain operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures
- Formulate pricing standards that are consistent with 'Treasures' mission by reviewing merchandising activities, determining necessary sales, authorizing clearance sales, and studying pertinent industry trends
- Oversee accounting of Treasures income, including cash, credit, and deposit sales receipts
- Create and oversee annual Treasures budget, in conjunction with the overall ministry budget
- Maintain a neat, organized, and safe work and retail shopping environment
- Ensure cash drawer and merchandise are protected by implementing security processes
- Establish weekly and monthly sales goals and strategies to ensure revenue goals are met or exceeded
- Market merchandise by reviewing and analyzing daily revenue, sales trends, and promotions
- Maintain the stability and reputation of the store by complying with legal requirements and practicing the highest ethical and moral standards
- Utilize sales and customer relations reports to implement continuous improvements
- Have unique creativity to develop strategic sales and store growth goals; fortitude to implement and see improvements through

**Volunteer Management**

- Work closely with Bridgehaven's Volunteer Relations Manager to recruit, train, and retain volunteers by assessing and regularly communicating volunteer needs, as well as volunteer issues that involve conflict or incident reporting
- Ensure consistent training and onboarding for all new volunteers (including scheduling each new volunteer for a minimum of 3 shifts to train under the direct supervision of the Store Manager and/or Assistant Manager)
- Lead training and orientation for volunteers that establishes the mission and purpose of Treasures, equips them to perform their role, and empowers them to be largely autonomous in their roles at Treasures

- Have the leadership skills to identify and utilize each volunteer's unique skills and follow up with new volunteers at certain intervals to ensure they are satisfied with their role and volunteer experience
- Attend monthly Volunteer In-Services (Sept-May) and lead breakout session
- Communicate with volunteers on an on-going basis to encourage them and keep them informed of changes in procedures and expectations
- Contribute a message for the monthly volunteer newsletter
- Maintain positive and authentic relationships with volunteers
- Attend Bridgehaven's annual Volunteer Appreciation events; as assigned
- Screen and supervise short-term volunteers through programs such as Promise Jobs or community services through the Department of Corrections, providing appropriate activities and oversight
- Help encourage exceptional and consistent volunteer conduct to align with Management's rules and guidelines
- Establish and maintain volunteer calendar that is current and effective in managing and scheduling volunteer shifts
- Monitor volunteers' hours on a weekly basis to ensure volunteers are working an appropriate, agreed-upon number of hours
- Ensure all Treasures volunteers are equipped to serve as ambassadors of Bridgehaven by making sure they are able to effectively share about the ministry in public, with customers in the store, and at the donation door of Treasures

### **Customer Relations**

- Identify current and future customer needs by establishing rapport with existing and future/potential customers
- Increase visibility of Treasures within the community by working with Marketing Coordinator to create and implement a marketing plan
- Periodically represent Treasures within the community (ex. hosting a booth at a farmers' market)

### **Miscellaneous**

- Work with the Development Director to integrate Treasures into Bridgehaven fundraising and funding efforts
- Periodically lead staff prayer time
- Perform other duties as requested by the Development Director or Executive Director

## **REQUIRED KNOWLEDGE AND ABILITIES**

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord
- Exhibit strong commitment and dedication to empowering choices for life and the biblical standard of sexual integrity
- Agree with and be willing to uphold the Commitment of Care and Competence, Statement of Faith, Core Values and the policies of Bridgehaven Pregnancy Support Center
- Ability to set goals, organize, and prioritize tasks in a busy and quick environment
- Ability to multi-task and work with multiple and frequent interruptions
- Passion to see Treasures implement new strategies to welcome new clientele, increase sales, and grow selling platforms/milieus.
- Strong leadership and decision-making skills, including humility, honesty, and integrity
- Excellent verbal and written communication skills, including strong conflict management skills
- Ability to manage two part-time staff and 60+ volunteers
- Possess excellent computer skills, including Microsoft Office suite; willingness to embrace technology to work smarter not harder and to grow Treasures
- Ability to delegate work as appropriate and necessary
- Skilled in customer service, public relations, marketing, and basic bookkeeping
- Self-motivated, dependable, and responsible
- Friendly and respectful of the dignity of all persons

## **ACCEPTABLE EDUCATION, EXPERIENCE, AND TRAINING**

- High school diploma or GED required
- Previous retail store management (or similar) experience preferred
- Previous volunteer management (or similar) experience preferred

ESSENTIAL PHYSICAL ABILITIES
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- Position involves working in an office and retail setting
- Occasional (10-33%) reaching and viewing a computer and other types of close visual work
- Frequent (34-66%) standing, pushing, pulling and grasping
- Constant (67-100%) sitting, walking, repetitive motion, talking and hearing