

## **Store Manager**

Society of St. Vincent de Paul St. Augustine  
282 San Marco Avenue  
St. Augustine, FL 32084

This position is responsible for the day-to-day operations of St. Vincent de Paul Thrift Store and its Warehouse. Utilizing their strong customer service skills to serve our customers and retain and obtain business. All store and warehouse employees report to the store manager. The store manager reports to our governing Board of Directors.

### **Objectives of this Role**

- Implements the policies and governance directives of the Board of Directors.
- Works with a caring, compassionate, and positive attitude in keeping with the mission of the organization.
- Ultimately responsible for the day-to-day operations of the Thrift Store and Warehouse.

### **General Job Description/Responsibilities**

- Responsible for the overall care and supervision of staff in the execution of their responsibilities.
- Ensures an appealing presentation of the Thrift Store's appearance and its merchandise and advertising.
- Responsible for recruiting potential employees and performance management of staff.
- Responsible for hiring, on-boarding, and dismissal of store and warehouse employees.
- Oversees staff scheduling. Keeps track of payroll and ensures employees are maintaining the appropriate number of hours each week.
- Responsible for scheduling and coordinating staff meetings as well as interviews.
- Responsible for conducting employee performance reviews and team development.
- Responsible for smoothing out problems within the workplace, addressing employee concerns, and developing strategies for better workplace efficiency and goal achievement.
- Oversees pricing in all departments, ensuring furniture and other large or expensive items are priced at a good retail value.
- Oversees product management including the ordering of supplies and materials needed to support operations.
- Oversees receipt of donations and the processing of merchandise from intake to sorting, to pricing, to placement on the sales floor and warehouse.
- Oversees cash management, creating daily register and donation deposits, ensuring the store has enough small bills and change in the change fund, at times making bank deposits and retrieving change for the store.
- Ensures consistent correspondence with our store and warehouse volunteers is being met, building relationships with our volunteers, and ensuring they are up to date with training and our company standards and policies.
- Determines the disposition of items not suitable for sale in our Thrift Store and ensures they are discarded or recycled properly.
- Oversees items sent to our sisters store in Interlachen, Crescent City, Jacksonville, etc.
- Maintains required staffing levels.
- Leads team development and training in all aspects of Thrift Store operations, e.g., backroom, register, pricing, and price changes, customer service, sales, and pick-up and delivery of merchandise.

- Utilizes problem solving skills daily with staff and customers as well as potential problems that may and do occur.
- Addresses donor and customer concerns in a professional and personable manner.
- Regularly corresponds via phone and email with customers, staff, volunteers, sister stores, and local companies per business needs.
- Manages and oversees fleet operations.
- Provides support to our Neighbor Services Department in the pickup of goods and the delivery of Thrift Store items designated for our Conference Neighbors.
- Assists with the distribution of clothing and personal care items to the Homeless population in the absence of our Neighbor Services Department.
- Ensures we meet or exceed our quarterly and annual sales goals.
- Responsible for developing and implementing a monthly and annual budget.
- Attends bi-weekly Board Meetings as well as regularly meeting with our Board's President and Neighbor Services Office personnel.

### **Other Duties and Responsibilities**

- Primary key holder.
- Responsible for the safety and security of the Real Property.
- Ensures security, integrity, and confidentiality of data.
- Oversees adherence to the Employee and Volunteer policies and procedures.
- Performs other tasks as necessary or required by the Conference and Board of Directors.

### **Skills and Qualifications**

- Minimum 5 years' experience in Retail and Management.
- Minimum High School Diploma: Bachelor's degree in business is preferred.
- Ability to work with a caring, compassionate, and positive attitude in keeping with the mission of the organization.
- Ability to think fast, find answers, and respond quickly to Store, Warehouse, and Neighbor issues with a polite and empathetic attitude with a professional voice and manner.
- Strong leadership and initiative.
- Confident with great decision making and problem-solving abilities.
- Responsible, goal oriented, and organized.
- Ability to multi-task, work independently, and attention to detail.
- Excellent time management and prioritization skills.
- Excellent verbal and written communication skills. Ability to motivate others.
- Ability to plan and work within a budget.
- Proficiency in Microsoft Office programs such as Word, Excel, Outlook, Publisher, PowerPoint, and Office, etc. as well as proficient in computer skills to include tracking, recording, and filing documents.

Salary: \$47,000 - \$50,000 annually (based on experience)