

## **East Bay Depot for Creative Reuse Store Manager**

The East Bay Depot for Creative Reuse is a 501 (c)(3) non-profit organization whose mission is to divert waste materials from landfills by collecting and redistributing discarded goods as low-or-no-cost supplies for art, education, and social services in our retail store, while educating school children and the general public about the environmental benefits of reusing materials. We are seeking a full-time store manager who will help us develop a new paradigm for success in this on-going COVID 19 environment.

### **Job Summary**

The Retail Store Manager is responsible for all aspects of store operations, merchandising, sales, strategy and management of paid and volunteer staff, customer experience and promotion and financial performance. This is a full-time position, with both weekday and week-end hours required.

*This job opportunity is classified as a medium exposure risk job: that require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with SARS-CoV-2, but who are not known or suspected COVID-19 patients. In areas where there is ongoing community transmission, workers in this category may have contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings).*

### **Job Functions**

#### **Store Operations**

- Manage all paid and volunteer staff, including: Recruiting, hiring, training, scheduling, ongoing supervision, performance evaluation, disciplinary measures.
- Ensure a pleasant shopping experience for store customers and material donors.
- Oversee and optimize the sales, merchandising and pricing of donated goods both in-store and via on-line channels
- Establish and maintain a culture of best-in-class customer service.
- Meet or exceed sales goals on a consistent basis.
- Maintain sales floor appearance, merchandising, signage, cleanliness and shopping environment.

#### **Marketing, Capacity Building and Customer Experience**

- Working with the Executive Director and Operations Director, plan and execute outreach, marketing and promotional strategies to attract new shoppers and increase repeat shoppers through advertising, social marketing, on-line promotion.
- Develop and refine in-store merchandising and promotional activities to generate sales, buzz, and excitement.

#### **Safety/Asset Protection**

- Ensure that COVID 19 safety guidelines are in place and rigorously enforced and that they are understood and maintained consistently by employees.
- Ensure store and surrounding premises are kept clean and free of safety hazards, and that safety procedures are understood and followed by all store employees.
- Ensure that asset protection matters are reported in a timely manner.
- Ensure proper operation of security and safety systems including, but not limited to: door locks, alarms, office door, bank deposits, refunds, safe, incident reports, fire extinguishers and cash handling procedures.

### **Financial**

- Effectively and efficiently manage the store budget including revenue generation, labor budget, managing routine expenses.
- Ensure proper cash handling including enforcement of cash register procedures and submission of required reports.

### **Staff Management**

- Interview, hire, train, and direct the activities of store personnel and volunteers to provide a, efficient and effective work force.
- Ensure all Workers Compensation reports are completed correctly and reported in a timely manner.
- Maintain positive morale of work force.
- Ensure that performance evaluations are conducted fairly and in a timely manner.
- Process employee status change actions accurately and in a timely manner.
- Ensure proper adherence by store staff to policies and procedures.
- Provides new hire orientation for store employees and volunteers.

### **Physical Requirements**

- The position involves light physical work demands requiring lifting 40lbs maximum with frequent lifting and/or carrying objects weighing more than 10lbs.
- Large or heavy items are moved by using appropriate material handling equipment and/or with assistance from co-worker.
- Normal safety and COVID 19 procedures must be followed consistently.
- Occasional bending, twisting, reaching, pulling, sitting, walking, and standing.

### **Compensation**

Job Type: Full-time, some weekends required.

Salary: Negotiable, DoE.

Benefits include: Paid vacation, 8 paid holidays, sick leave, employee discount, contribution toward health insurance.

The East Bay Depot for Creative Reuse is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender

identity, national origin, veteran, or disability status.

### **Required skills and experience**

- Ability to work independently and exercise good judgment in a variety of environments and situations.
- Flexibility and creativity, ability to “think on your feet” and find appropriate solutions to unique challenges.
- A passion for customer service and serving a diverse community
- Strong honest, kind communication skills.
- Proven ability to manage and supervise staff of five or more and develop a collaborative team.
- Understanding of social media marketing tools
- Competency with word processing, spreadsheet, database in a Mac computer environment and ability and willingness to learn new applications as needed
- Demonstrated ability to resolve conflict and have sound judgment under pressure.

### **Education and Experience**

- Bachelor’s Degree, or five years of related work experience. Experience in a large thrift store, such as Goodwill or Salvation Army is highly desirable.
- Three years retail management.

**To apply for this job send resume and cover letter to [ben@creativereuse.org](mailto:ben@creativereuse.org)**