

## JOB ANNOUNCEMENT

**JOB TITLE:** Director, Thrift Store Operations  
**REPORTS TO:** Chief Administrative Officer  
**EMPLOYMENT STATUS:** Exempt  
**TIME COMMITMENT:** Full-time (40 hours/week)  
**STARTING SALARY:** Commensurate with level of education/experience

### Position Summary

Wheeler Mission Ministries (WMM) has a unique opportunity for a dynamic individual who wants to combine their retail management experience with a desire to do Kingdom work. This position will provide the right person a chance to take this part of Wheeler's ministry to the next level. We are seeking candidates who possess the spiritual gifts of leadership, discernment and encouragement. The Director leads the stewardship efforts surrounding donated goods and transforms items not used within the ministry into sales dollars that help fund programs for the homeless and those in need. The Director provides Christ-centered leadership and encouragement to the staff, volunteers and program guests, directing operations toward achieving the annual goals of the Thrift Store and Warehouse Ministry Plan. The Director oversees sales, donations of merchandise, promotion of the store in the community, and internal fiscal controls. The Director is a member of the Wheeler Mission Ministries' Leadership Team.

**Supervisory Responsibilities**      Directly:      4-5 employees  
Indirectly:      8-10 employees and 5-10 program guests  
Individual and group volunteers

**Budgets Administered**      Over \$500,000

### Essential Functions

1. Store Management & Merchandising
  - a. Document and implement written procedures for store operations, including opening and closing the store; accepting, sorting, pricing, stocking and rotating donations; security procedures for staff and volunteers; handling of cash and returns; and other relevant procedures as needed.
  - b. Completes daily and monthly sales and expense reports in a timely fashion.
  - c. Promptly deposits cash into Thrift Store bank account.
  - d. Vigilantly reviews, investigates and resolves cash/credit card sales discrepancies. Works diligently to minimize shortages and overages.
  - e. Contributes to the development of annual revenue and expense projections and meets financial goals.
  - f. Understands budget management and is comfortable managing expenses to stay within budgeted amounts; controls petty cash expenditures.
  - g. Maintains and increases knowledge of resale, thrift, consignment and retail trends through daily reading (e-mail list serves, publications) and participation in webinars, staff meetings, and periodic offsite training.
  - h. Meets periodically with other thrift store managers and directors for networking.
  - i. Participates in training required by WMM, plus continually seeks means to improve staff performance and customer service.

2. Donation Acquisition
  - a. Oversees the acquisition of donated items that include food, furniture, clothing, household goods, appliances, toys, books and other items.
  - b. Supervises pick-up scheduling process for WMM donation locations, donor residences and businesses.
  - c. Form plan to expand donation location network at partner churches and work with Development Department on ways to communicate with churches , increasing donations and continually improving operational efficiency and effectiveness.
  - d. Develops plans to minimize the time between a donor's call and pickup.
  - e. Coordinates use of ministry vehicles in cooperation with other Directors to ensure efficient usage of fleet to accomplish donation acquisition goals.
  - f. Works with area colleges and other organizations to market Thrift Store and arrange for special donations of furniture, fixtures, clothing, books and household goods.
  - g. Develop strategies that ensure all donations and donors are treated with the utmost respect at every contact point.
3. Donation Processing
  - a. Plans and directs the sorting process, ensuring a consistent flow of sorted goods resulting in sufficient back stock to keep store shelves full.
  - b. Coordinates the baling process to maximize revenue.
  - c. Explores new revenue sources and works with CAO to create implementation plans.
4. Staff Management
  - a. Coordinates the hiring, supervision, evaluation and professional development of staff under Director's supervision.
  - b. Facilitates timely processing of time sheets to meet payroll deadlines.
  - c. Assesses the store's need for staff and volunteers.
  - d. Develops schedules for paid staff and works with the volunteer coordinator to ensure effective use of volunteer hours to accomplish customer service and other ministry objectives.
  - e. Trains and supervises store volunteers; helps with recruiting of volunteers.
  - f. Supervises regular and ongoing monitoring of work product and work habits.
  - g. Conducts performance evaluations of individual staff and review of job descriptions as required by HR. Timely reporting to HR of performance excellence or disciplinary issues.
  - h. Maintains current knowledge of agency policies and procedures as they relate to personnel; monitor staff for adherence to policies and procedures; take corrective action as necessary to ensure staff compliance.
  - i. Communicates with staff through meetings and direct contact to provide direction, guidance and oversight.
  - j. Consults with staff on a regular basis, addressing concerns and sharing ideas.
  - k. Provides timely direction through written and verbal feedback to staff.
  - l. Ensures staff is fully trained and competent to perform the elements of their job as defined by their job description.
  - m. Ensures staff is knowledgeable about WMM policies and procedures, and conducts appropriate training for any changes.
5. Marketing & Promotion
  - a. Analyzes sales and current inventory and develops projections and recommendations to retain customers and increase sales.

- b. Oversees the display of merchandise to enhance the appearance and appeal of the store.
  - c. Work toward creating a high capacity donation strategy using self-developed and strategic marketing programs that may be implemented.
- 6. Customer Service
  - a. Continually seeks ways to improve service to internal and external customers, and ensures staff and volunteers deliver outstanding customer service.
  - b. Promote excellence in the customer service experience through staff training, stakeholder surveys, and focus groups.
- 7. Financial Management
  - a. Uses agency resources (financial and non-financial) prudently.
  - b. Acknowledges and follows financial policies of the agency.
  - c. Assist in the budgetary processes and to understand and hold all expenses in line with approved budgeted targets.

### **Other Responsibilities**

- 1. Perform other duties as required.

### **Education, Experience, and Skills Required**

- 1. Bachelor's degree preferred, but will consider equivalent management experience.
- 2. Experience in retail management preferred (5+ years) and staff leadership (4+ years) required.
- 3. Demonstrated experience with increasing revenue on a shoestring marketing budget.
- 4. Experience in internet sales utilizing websites like EBay, Craig's List and/or other web-based platforms.
- 5. Experience overseeing volunteers preferred.
- 6. Demonstrated work history of sound decision-making skills, reliability and honesty.
- 7. Strong verbal, writing and organizational skills.
- 8. Proficiency in Windows, database programs, point of sale software, and Microsoft Office.
- 9. Knowledge of budget management, bookkeeping, and projections.
- 10. Demonstrated ability to serve clients in a professional, welcoming, and efficient manner.
- 11. Valid Indiana driver's license and legally required insurance, along with a clean driving record.
- 12. Cooperative, friendly, and helpful attitude with clients and co-workers. Ability to work closely with other employees to ensure positive, constructive environment within the program or department, and throughout the agency.
- 13. Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
- 14. Passion and enthusiasm for the mission of Wheeler Mission Ministries and its clients.
- 15. Ability to maintain a flexible schedule with availability to work Saturdays and/or evenings, as needed.
- 16. Ability to work independently and in a team setting.

Filing Deadline: Open until filled

Send your résumé and cover letter to Bob Weller, Director of Human Resources. [RobertWeller@wmm.org](mailto:RobertWeller@wmm.org).

Employment subject to background check, including credit history, and WMM Drugs and Alcohol Policy