

## **Job Description**

### **Position: Customer Experience Lead – Hope's Closet Thrift**

**Classification:** Hourly/ Full- Time

**Reports To:** Assistant Manager of Customer Experience – Hope's Closet Thrift, Arlington

**Supervises:** Customer Experience Associates & Serve Staff

### **Purpose:**

To support and help lead Customer Experience Team in providing excellent customer service and execute daily operations to drive sales while keeping focus on The Church of Eleven22 vision of being a movement for all people to discover and deepen a relationship with Jesus Christ.

### **Education**

- Completion of a High School Diploma required
- Completion of a College Degree preferred

### **Experience**

- 2-3 years of relevant work experience, including retail and customer service experience
- Experience operating cash registers and handling of money required
- Management experience preferred

### **Key Responsibilities**

- Be a minister of the Gospel to all
- Perform opening and closing procedures and be able to do so confidently
- Drive sales by executing daily operations and providing excellent customer service to our customers and donors
- Assist in training development, coordination and supervision of Hope's Closet Serve Staff in Customer Experience operations, serving and ministry opportunities
- Discover training opportunities and collaborate with managers to provide coaching for team members
- Help lead and create an inspiring team environment through setting and celebrating team goals, and demonstrating a proactive work culture
- Weekend and holiday hours are a must. Hours and shifts may change due to high work volume.
- Must be able to lift a minimum of 40 lbs

### **Success Factors**

- Model The Church of Eleven22 mission, vision, and core values.
- Demonstrated ability to make Disciples who make Disciples
- Ability to work in a fast-paced environment
- Strong, pro-active communication (verbal and written) and interpersonal skills
- Possess strong proactive, organizational, planning and problem-solving skills