



Position: Hope's Closet General Manager

Reports to: Executive Director of Operations

Supervises: Hope's Closet Store Managers and Sales and Merchandising Manager

Classification: Salary/Full Time

Objective

To manage and implement processes to obtain inventory and execute sales strategies driving sales revenue 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.

Key Responsibilities

- Minister of the gospel and Hope's Closet ambassador
- Cast vision and motivate staff and serve staff
- Lead all aspects of the Hope's Closet locations including, but not limited to:
 - Inventory/ Donations
 - Merchandising
 - Sales
 - Customer/ Donor experience
 - Sales Reporting
 - Safety & Security
 - Staffing/ Human resources
 - Loss prevention
 - Operations
 - Ministry
- Set all goals, ensure achievement of budgeted revenue goals and monitor to ensure efficient, economically sound operations
- Hire, manage and evaluate the work of all store managers for all locations
- Develop and train store managers and merchandising personnel to ensure effective job performance
- Partner with local outreach and global mission ministries of The Church of Eleven22. Responsible for creating and/or approving all new partnerships
- Represent Hope's Closet in all key stakeholder meetings, e.g. Directional Leadership Team, Elders, Executive Leadership Team
- Create and implement all reporting to key stakeholders
- Monitor and evaluate work schedules with store managers
- Conduct weekly walk through meetings with management teams to ensure stores are following standards, using this time to coach
- Oversee compliance of managers and assistant managers with all established policies and procedures such as:
 - Safekeeping of funds and property
 - Personnel practices
 - Security and theft-prevention
 - Record-keeping procedures
- Ensure that stores are in compliance with all employment, state and Federal laws
- Provide leadership and motivation to staff and promote effective communication on all levels
- Assist the store managers in finding solutions for store-specific problems
- Work with Sales and Merchandising Manager to create product knowledge information, merchandise promotions and advertisement and communication with store management teams



- Develop training programs and research ways to better support the ministry – vouchers/ comps, sales tracking, customer capture, multi-store inventory tracking, new product inventory, loss prevention tracking and thrift by the pound invoices

Competencies

- Model The Church of Eleven22 mission, vision and core values
- Demonstrate ability to make disciples who make disciples
- Strong, pro-active communication (verbal and written) and interpersonal skills
- Ability to generate revenue
- Ability to manage, develop and motivate a large team
- Possess strong organizational, planning and problem-solving skills

Education & Experience

- Completion of bachelor's degree preferred
- 7 -10 years of relevant work experience in a retail, multi-site, supervisory role
- General knowledge of Human Resource functions including labor laws, recruitment, retention practices and organizational development
- Ability to physically perform the essential job functions

Position Type/Expected Hours of Work

This is a full-time, salaried position, 40+ hours per week. Days and hours of work vary based on holidays and/or special sales events.

Work Environment

This job operates in a professional retail environment. This role routinely uses standard office and retail equipment such as computers, phones, cash registers, photocopiers, filing cabinets and fax machines.

Physical Demands

This role would require the ability to lift inventory and bend or stand as necessary.

EEO Statement

The Church of Eleven22 provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, age, sex, national origin, disability status, genetics, protected veteran status or any other characteristic protected by federal, state or local laws. The Church of Eleven22 reserves the right to discriminate on the basis of religion to the full extent permitted by law.