

GOODWILL INDUSTRIES OF THE GREATER EAST BAY

Position Title: Retail Store Manager
Position Purpose: To manage a retail store and its personnel.
Department: Operations
Reports To: District Manager
Supervision: Assistant Manager, Lead Salespersons and Retail Salespersons

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for attainment of monthly and annual sales goals.
2. Provides guidance and support to store personnel in order to attain sales and training goals and objectives.
3. Ensures adherence to short and long term merchandising plans.
4. Plans and conducts training of all store personnel to ensure professional growth and refine the skills necessary for apprentices to obtain competitive employment.
5. Communicates company policies and procedures and ensures they are followed with professionalism.
6. Ensures appropriate staffing levels are maintained at all times.
7. Conducts frequent and unannounced cash register audits to minimize losses.
8. Provides loss prevention training as required.
9. Oversees safety policies and ensures compliance.
10. Evaluates and documents store personnel performance.
11. Recruits to fill store positions.
12. Analyzes monthly production reports to identify store weaknesses and develops strategies to correct them.
13. Analyzes profit and loss statements to determine methods to enhance efficiency.
14. Initiates and supervises authorized promotions.
15. Displays merchandise in a timely manner to ensure attainment of sales goals.

16. Maintains liaison with District Processing Plant, Human Resources and Workforce Development.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Other duties as may be assigned.

QUALIFICATIONS:

1. Excellent verbal and written communication skills.
2. 5 years Management experience in retail sales or have completed the Goodwill Retail Store Manager Training Program.
3. Experience in loss prevention, operations and/or training expected

SPECIAL SKILLS OR ABILITIES:

Must be effective in dealing with the public. Must like people, have a pleasant personality and be well groomed. Occasional lifting up to 40 - 50 lbs. Must have reliable transportation.