



Job Description: Heart-to-Heart Thrift Store Manager

Overall Summary: This full-time position has primary leadership and oversight responsibility for the Heart-to-Heart Thrift Store of Love INC that serves the Hamilton/Allegan area. Specific areas of focus include: staff and volunteer leadership; oversight of donation intake, processing, and pricing; oversight of general store maintenance and store marketing/communications. This position reports to Love INC Executive Director.

Qualifications/Character:

1. A mature Christian faith based upon an active and growing relationship with Jesus-aiming to support the mission/vision of Love INC
2. A desire to serve, a heart for building relationships, a commitment to strengthen Love INC's investment in the community
3. Exemplifies strong leadership, communication, and organizational skills
4. A person with a heart for purposeful community engagement and a commitment to equip others in their work/service through the Heart-to-Heart Thrift Store

Job Responsibilities:

1. Staff and volunteer leadership
 - a) Building relationships with staff and volunteers; providing prayer support and spiritual leadership
 - b) Developing regular staff/volunteer schedule; flexibility to cover hours as needed
 - c) Open/close the store
 - d) Provide staff/volunteer training and support as needed in the areas of sales, donation intake, store staging, and communications
 - e) Staff/volunteer appreciation; organize snacks and meals
 - f) Employee management, including but not limited to hiring, firing, and conflict resolution
2. Oversight of donation intake, processing, and pricing
 - a) Maintain and develop donation intake process
 - b) Maintain and develop pricing system for incoming donations
 - c) Provide training and delegate to staff/volunteers in the above areas as needed
3. Oversight of general store maintenance and store marketing/communication
 - a) Develop vision and provide guidance for store staging and merchandising
 - b) Lead and maintain store marketing via various media outlets that include online, social media, and various printed publications
 - c) Identify and oversee general store maintenance needs that include cleaning, organizing, exterior appearance, and landscaping
 - d) Provide training and delegate to staff/volunteers in the above areas as needed
4. Administration and other responsibilities
 - a) Communicate with area businesses and organizations regularly to advertise store events, to share the mission/vision of Love INC, and to foster relationships within the community