

**The Gospel Mission
Sioux City, IA
Director of Thrift Store Operations
April 2022**

“To feed the hungry; To clothe the poor; To shelter the homeless; To lead them to Christ.”

The position is a salary paid position.

Must be willing to sign The Gospel Mission Statement of Faith and Marriage and Sexuality Statement.

The DTSO reports directly to the Executive Director.

Must be able to deal with people in a variety of circumstances, both professionally and with Christ-like love. Must be willing to uphold the standards and guidelines of The Gospel Mission.

SUMMARY: The DTSO provides supervision, oversight and management of thrift stores' operations to generate revenues to support TGM programs and administration. The DTSO manages staff and volunteers, oversees sales, donations of merchandise, promotion of the stores in the community and internal fiscal controls. The DTSO is a member of the Senior Management Team. As the DTSO, he/she will be responsible for ensuring the staff gives great customer service as well as monitoring the financial performance of the store.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Core duties and responsibilities include the following (other duties may be assigned):

- Manage the three locations: Main, Morningside and South Sioux City stores.
- Manage Donation Center and Clothing Center.
- Develop and implement written procedures for store operations, including opening and closing the store; procedures for accepting, sorting and pricing donations; security procedures for staff and volunteers.
- Handling of cash, sales, gift cards and vouchers; coordinating deliveries and pick-ups and other relevant procedures as needed.
- Oversee the processing of donated items, manage the rotation of items and the disposal of donated items in a timely fashion.
- Processes include sorting, tagging, displaying and disposing of donated items, providing leadership to staff and volunteers; sets standards for merchandise and communicates same.
- Manage supply inventory, completes purchase orders as necessary and monitors all invoices.
- Contribute to the development of annual revenue projections and meet financial goals.
- Understand budget management and control expenditures.
- Maintain and increase knowledge of resale, thrift, consignment and retail trends through daily reading (email list services, publications) and participation in webinars, staff meetings and periodic offsite training.
- Participate in training required by accreditation standards, plus performance and quality improvement efforts.
- Attend manager/staff meetings and keep store personnel informed of new policies and directives.
- Ensure all store maintenance is accomplished.
- Ensure staff assignments, breaks, PTO (vacation, sick, personal leave, etc.) are scheduled.
- Train, supervise, discipline and appraise staff and volunteers (assistant manager, third key, cashiers, donation door attendant, drivers, driver assistant, sorters, front desk/dispatcher, among others).
- Manage budgets and maintain statistical and financial records.
- Create and maintain overall store presentation.
- Motivate and inspire the team to achieve store productivity goals.
- Provide input to senior management decisions.

- Knowledge of and ensures compliance with all company policies and procedures, as well as legal requirements.
- Verify bank deposits and cash drawers at close of business and responsible for communicating over/shorts to accounting.
- Be available to customers and provide prompt and accurate checkout, ensure opening of second register as needed to ensure short wait times to checkout.
- Direct oversight of opening and closing procedures by delegated staff.
- Knowledge of company and store policies and procedures.
- Evaluate procedures and make recommendations for increased efficiency, savings and cost reductions.
- Provide leadership to staff and promote effective communication on all levels.

SUPERVISORY RESPONSIBILITIES: This job has supervisory responsibilities on overseeing the thrift store employees/volunteers, included, but not limited to:

- Consignment/Online Sales Coordinator
- Thrift Store Assistant
- Third Key
- Cashier
- Greeter
- Donation Door Attendant
- Backroom
- Sorter/Pricer
- Front Desk/Dispatcher
- Driver
- Drivers' Assistant
- Others

EDUCATION AND/OR EXPERIENCE: Associate degree required. A Bachelor's degree in business, finance or marketing is highly preferable. Minimum three years' experience in retail management experience. Knowledge of city ordinances and associated inspection and compliance. Workforce management.

COMPUTER SKILLS: To perform this job successfully, an individual should be proficient with MS Office, Excel and Word, Outlook, database programs, point of sale software, internet. Online HR and payroll access, point of sale and inventory software.

If interested, please email your resume to paul@thegospelmission.org.