

**Position Title:** Retail Store Manager  
**Department:** Retail Operations  
**Status:** Full Time/Exempt  
**Reports to:** Manager of Retail Operations  
**Supervises:** Assistant Retail Store Manager and all store personnel

**Position summary:** The Retail Store Manager is responsible for overall management and operations of the Goodwill store, including staffing, customer and donor service, production, buildings and grounds, safety, and meeting sales and production goals, within budget.

**Essential functions:**

- Provide assistance to the Manager of Retail Operations in developing and monitoring retail division goals for Goodwill's strategic plan.
- Direct and monitor store operations to drive revenue growth and ensure monthly sales, payroll and production budgets are met; develop and execute actions plans to correct shortfalls if unavoidable.
- Interview, hire, train, and schedule store personnel.
- Set clearly defined goals and expectations for store personnel; follow through with disciplinary action when appropriate. With assistance from Human Resources, perform terminations as necessary.
- Demonstrate and promote superior customer service; handle customer/donor concerns and requests in a courteous, fair and timely manner.
- Handle all monies involved in store operation including daily register balancing, banking and change; submit daily reports. Ensure operating expenses do not exceed budget.
- Execute and monitor all phases of store operations to ensure compliance with established safety protocols, material handling and processing practices.
- Secure facility, donations, and store merchandise by implementing loss prevention and store security measures.
- Oversee the quality of goods going to sales floor; maintain rotation/pull schedules.
- Maintain store appearance by ensuring a clean, attractive and safe facility.
- Maintain the stability and favorable community reputation for the store and organization by complying with all legal and other regulatory local, state and federal agency requirements.
- Adhere to all company personnel policies and procedures; assist all clerks and store personnel in understanding and following policies and procedures.
- Will travel to Goodwill stores within four county area to fill in as necessary.
- Pursue professional career development through continuing education and training opportunities.
- Maintain regular and reliable attendance and punctuality.
- Attend safety trainings and follow all safety procedures and protocols to ensure a safe and supervised work environment for all employees at all times.
- Promote positive teamwork among co-workers.
- Responsible for other duties as may be assigned.

**Qualifications and required skills:**

- Excellent written, verbal and interpersonal communication skills; time management skills are required.
- Demonstrate ability to lead staff; to work with a diverse public.
- Knowledge of retail operations, sales, community and customers relations.
- Knowledge of computer technology, including cash register and POS systems, security camera system, and computer programs (Word, Excel), social media and email.

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- Ability to use physical exertion such as prolonged periods of standing, walking, recurring bending, reaching and climbing; ability to lift up to 50 lbs. consistently.
- Valid Driver's license with good driving record and proof of current auto insurance required every six months.

**Education and experience:**

- High School diploma or GED required; Associate's degree in Business, Retail, Merchandising, Marketing or a related field preferred.
- 3 years retail management experience required.