

Bethel Bible Village
Job Description
Director of Retail Operations

VISION

We envision children transformed by the redemptive power of Jesus Christ and empowered to fulfill all of their God-given potential.

MISSION

Our mission is to provide safe, nurturing and Christ-centered homes for children of families in crisis, and equip and inspire them to live productive lives.

SUMMARY/OBJECTIVE: The position of Director of Retail Operations exists to exercise general day to day operations and management of the Bethel Thrift Store.

REPORTS TO: President and CEO

JOB CLASSIFICATION: Exempt

DEPARTMENT: Retail

SUPERVISES: Thrift Store Assistant Manager and Thrift Store Associates

ESSENTIAL FUNCTIONS:

- Exemplify a vibrant Christian faith personally and professionally. The individual fulfilling this role will protect the credibility of the Bethel Bible Village mission by complying with the Bethel Bible Village Standard of Conduct and Employee Covenant, setting an example, in words and actions that is consistent with the values and beliefs of Bethel Bible Village.
- Responsible and accountable for all aspects of the Thrift Store's daily and future operations.
- Develop and implement strategies to improve customer service and satisfaction.
- Ensure that customer needs are met, and their complaints resolved.
- Maintain constant improvement of the Store through pricing, merchandising, store layout, safety, and security.
- Achieve and surpass BBV's annual revenue budget goals through generating new income streams, donor relationships, cost containment, elimination, and reduction.
- Ensure the Store's daily cash revenue is reconciled and deposited, and month end reports are completed as required.
- Ensure that sales floor and back room are clean, neat, safe, and efficient.
- Report any store maintenance issues or repairs and follow up to ensure completion.
- Work collaboratively the President/CEO, BBV staff members, and BBV Board Members as needed and required. This includes attending all necessary administrative meetings.
- Collaborate with all areas of Bethel's ministry, programs, and school to direct and support their messaging through marketing.
- Develop retail business relationships and donations with local businesses.
- Assist in furniture pick up donations as needed.
- Process wanted and unwanted donations in a safe, professional, and timely manner.

- Perform conflict resolution as needed with staff, customers, and donors.
- Lead the store staff in all aspects of the daily operations of the store and filling in as needed.
- Purchase all needed store supplies and required outside services.
- Perform personnel and volunteer staffing, training, supervision, and development.
- Responsible for company owned and leased vehicles.
- Responsible for leased retail building/space.
- It is expected that professional and technical knowledge will be maintained by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

MINIMUM REQUIREMENTS:

Spiritual: Display a dynamic personal faith and be an active participating Christian in a local congregation. In accordance with the Mission of Bethel Bible Village, will share the gospel with customers, employees, and children in our care, as well as their families, to help them know and respond to the love of God in Christ.

Education/Experience: Bachelor’s degree in Business, Marketing, or related discipline highly desired. One to three years job-related retail management experience providing a high level of customer service may be substituted or given credit in place of college degree.

Specific Skills/Requirements: Possess strong leadership skills that include professional business ethics, personal integrity, assertiveness, self-motivation, and a commitment to service and building customer loyalty. Strong capabilities in the areas of interpersonal skills, team building, time management, organizational and communication. Problem-solving ability. Entrepreneur and business management/development skills to lead a non-profit retail store staff in a very competitive market with limited resources but with great brand awareness, strong donor, and customer base. Must be people oriented and self-sufficient.

Specialized Knowledge, Licenses, etc.: Must possess a valid Driver’s License. Class F Endorsement and experience operating a box truck is a plus. Bilingual in Spanish is a plus but not required.

PHYSICAL REQUIREMENTS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Daily collects clothes, bagged and sometimes on hangers, and carries them to the sorting area of the Thrift Store
- Daily collects donations and carries items to the appropriate section of the Thrift Store
- May navigate over donated items and uneven floors
- Frequently stands, walks, bends, kneels, and twists in the performance of duties
- Often lifts, carries, or otherwise moves and positions objects weighing up to 40 pounds
- Regularly required to talk and hear, often responding to the phone and communicating with staff and donors

OTHER DUTIES:

Please note that this job description is not designed to cover or contain an exhaustive list of all activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.