



**JOB TITLE:** STORE MANAGER (INSPIRED BOUTIQUE)  
**FLSA STATUS:** Non-Exempt, Part-time  
**SALARY RANGE:** \$13.00 - \$15.00 per hour  
**STATUS:** Part-time  
**REPORTS TO:** Director of Public Awareness

## INTRODUCTION

**Are you a creative, detail-oriented individual who has an eye for style and believes that all individuals deserve an opportunity to use their abilities where they live, learn, work, and play? If this is you, Abilities First has an opportunity for you at Inspired Boutique.**

## PRIMARY PURPOSE OF JOB

The Inspired Boutique Store Manager is responsible for carrying out the day-to-day operations of an upscale resale boutique. Prior retail experience is required, resale store management is preferred. Non-profit experience is preferred for this position. This person must also have a strong passion and vision for our mission and innovative business model.

**This description may not include all of the duties, knowledge, skills, or abilities associated with this position.**

## ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS

### Administrative Duties

- Demonstrate skills critical for managerial success including leadership, decisiveness, flexibility, sound business judgment, and highly developed personal, analytical, and communication skills
- Oversee office management including but not limited to: addressing any correspondence, submitting supply requests to the Director of Public Awareness in a timely manner, and developing cost containment measures as needed
- Assist the Director of Public Awareness to develop and implement a strategy to ensure there is necessary inventory and adequate sales to ensure there are sufficient revenues for operations and growth
- Responsible for ensuring accurate data entry in cash register system and end of day reports.
- Assist Director of Public Awareness in analyzing sales to determine appropriate product lines, quantities, pricing, etc.
- Inventory management
- Coordinate hiring of the store employees as instructed by the Director of Public Awareness

### Retail and Customer Service Excellence

- Ensure the opening and/or closing duties are completed according to protocol
- Establish and maintain sales/customer service training for all employees working in the retail area
- Ensure the store maintains a neat and clean appearance; this includes but is not limited to daily activities of emptying trash, washing the store front windows, dusting the entire store and display units, mopping and vacuuming
- Complete inventory assessments and or reports as requested in a timely manner by the Director of Public Awareness or the Director of Finance
- Ensure that a variety of sale items are available and on display
- Ensure that all products are marked with the appropriate pricing before they are placed for sale on the retail floor

- Demonstrate excellent customer service skills that include greeting each customer as they enter the store, the ability to explain our mission and products to visitors/customers in a professional manner, the ability to answer customer inquiries

### **Store Operations and Success**

- Oversee all day-to-day store operations, including supervising retail employees and retail sales
- Maintain retail employee schedules; ensuring the appropriate amount of employee coverage is available to meet the store needs
- Oversee all operations of the physical location of the retail, including product retail and donation processing
- Coordinate with the Donor Relations Coordinator with Abilities First on donation procurement and processing
- Establish and follow a process for sorting donated items and preparing them for resale
- Analyze sales to determine appropriate items to carry in the store and competitive pricing, etc.
- Ensure the timely preparation of seasonal sales items; including researching nearby businesses to stay competitive
- Responsible for developing and maintaining all quality control measures for all sale items in the retail area
- Develop new and innovative ideas for the store, including developing new ways to get the community involved.
- Oversee the development and maintenance of displays including changing window displays regularly
- Oversee the development and maintenance of the store layout including changing arrangements as new sale items are brought into the store
- Assist Director of Public Awareness with the development of training manuals and store policies
- Assist the Director of Public Awareness in long range planning, goals, sales goals and objectives for Inspired Boutique
- Organize community outreach and sales efforts at local fairs, festivals, farmers markets etc.
- Assist Director of Public Awareness as necessary with supply and product purchasing as requested
- Maintain the overall safety, security, and positive store atmosphere; including compliance with all applicable legal standards and other safety regulatory requirements

### **Community Collaboration and Partnerships:**

- Collaborate with the Director of Public Awareness to develop and maintain relationships with other community organizations, including the programs that work with Abilities First

### **Employee Management**

- Organize and supervise all store employment activities in the retail including day-to-day projects, assigning duties as needed
- Serve as Employment Mentor to employees of Inspired Boutique
- Assist the Director of Public Awareness with employee management; up to and including interviewing, performance reviews, disciplinary actions, and scheduling
- Work with the Human Resource Manager to ensure that Inspired Boutique complies with all laws, regulations, and agency policies and demonstrates “best practices” in regard to personnel information management
- Prepare payroll information as needed to the Human Resource Director; entering manual timesheets as needed and routing them in the electronic record as needed
- Coordinate volunteers as necessary as directed by the Director of Public Awareness including tracking of appropriate documentation and tracking of volunteer hours as needed
- Train and manage new staff on operating the cash register and other day to day procedures, protocol, and performance expectations in the retail area
- Ensure that policies, procedures, and rules are implemented consistently in the retail area
- Conduct regular staff meetings and assist the Director of Public Awareness as needed

### **Other Duties:**

- Responsible for other duties as assigned
- Receive general supervision from Director of Public Awareness
- Attend all relevant trainings and in-services as required by Abilities First
- Attend staff meetings concerning new or revised policies and procedures and implement new information accordingly
- Must be able to pass a background screening.
- Must have a valid Missouri driver's license, reliable transportation, an acceptable driving record, and auto liability insurance that meet the requirements set by Abilities First.
- Must be able to drive for work-related assignments.
- Must have either a reliable broadband internet service provider or hard-wired (no cell/satellite) high speed internet with internet speed at *no less than 25 mbps* in order to work remotely from home with provided laptop and office equipment.
- Perform other related work as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Experience working with people with developmental disabilities preferred
- Intermediate knowledge of retail sales processes and procedures
- Ability to use various computer programs; including but not limited to Word, Excel, Outlook, and general cash register systems
- General bookkeeping skills
- Ability to follow a budget, monitor its implementation and make adjustments as needed
- Ability to supervise others in a manner that encourages employees to develop a variety of skills and encourage positive employee relationships
- Ability to supervise others in a manner that encourages employees to develop their skillset and encourages personal growth
- Basic knowledge of positive supervisory skills
- Strong communication skills
- Ability to assess employees needs and offer creative ideas to address concerns
- Demonstrates strong communication skills clearly with others orally or in writing
- Ability to develop and maintain a positive store atmosphere
- Demonstrates professional work ethic
- Ability to establish effective working relationships with coworkers and the public
- Ability to address unforeseen circumstances in a calm, positive manner
- Ability to lead others
- Ability to develop work schedules that will meet the needs of the store
- Ability to establish effective working relationships with the employees and the public
- General knowledge of building maintenance, including the areas of building structures, electrical, plumbing, and heating and air systems
- Ability to use and demonstrate to others how to use a variety of tools in a safe manner
- General knowledge of safety regulations
- Ability to lift a minimum of 40 pounds
- Ability to stand on feet or sit for extensive periods of time
- Ability to bend, stoop, sit, and stand

## **CORE COMPETENCIES**

- Adaptability – Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- Continuous Improvement – Originating action to improve existing conditions and processes; identifying improvements opportunities, generating ideas, and implementing solutions.
- Contributing to Team Success – Actively participating as a member of a team to move the team toward the completion of goals.
- Decision Making – Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- Engagement Readiness – Demonstrating a willingness to commit to one's work and to invest one's time, talent and best efforts in accomplishing organizational goals.
- Planning and Organizing – Establishing courses of action for self and others to ensure that work is completed effectively.
- Quality Orientation – Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
- Technical/Professional Knowledge and Skills – Having achieved a satisfactory level of technical and professional skill or knowledge in position-related area; keeping up with current developments and trends in area of expertise.
- Leadership Disposition – Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behavior styles that meet the demands of the leader role.

## **EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS**

- High School diploma or GED required
- 1 year of prior retail experience required
- Prior supervisory experience required
- Must be able to pass a random drug test
- Must have a clean driving record

## **PHYSICAL CONTEXT AND WORK ENVIRONMENT**

*The statements herein are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.*

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
<b>Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties.</b> <ul style="list-style-type: none"> <li>The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise.</li> </ul>				
<b>Seeing:</b> Must be able to see to read documents/reports, and focus on computer for an extended period.				X
<b>Hearing:</b> Must be able to hear well enough to communicate with coworkers and general public.				X
<b>Sitting:</b> Must be able to stand for long periods of time.	X			
<b>Standing/Walking:</b> Must be able to move about the work area.				X
<b>Climbing/Stooping/Kneeling:</b> Must be able to stoop or kneel to pick up items off the floor and filing in a bottom drawer file cabinet or shelving units.		X		
<b>Lifting/Pulling/Pushing:</b> Must be able to lift 40 pounds with or without reasonable assistance.			X	
<b>Driving:</b> Must be able to drive locally for work-related assignments.	X			
<b>Grasping/Feeling:</b> Must be able to type, handle documents, use equipment and electronic devices, duties related to clothing display.				X

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Employee Signature

\_\_\_\_\_  
Date

**Click here to apply directly for this position:**

<https://secure2.saashr.com/ta/104751.careers?ApplyToJob=386057795>

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