



Assistant Store Manager Job Description

Ten Thousand Villages of Austin's Assistant Store Manager is responsible for assisting the Store Manager with operations of a fair trade non-profit organization, cultivating staff and volunteer morale, and building meaningful relationships in the community. This position will support the philosophy and mission of Ten Thousand Villages through the promotion and creation of opportunities for artisans in developing countries to earn income by bringing their products and stories to our markets through long-term, fair trading relationships.

Capabilities

1. Experience in retail with knowledge of visual merchandising preferred.
2. Experience in interacting with the general public and providing exceptional customer service in a sales environment.
3. Ability to effectively train, schedule and supervise staff and volunteers.
4. Ability to maintain professionalism under pressure.
5. Experience in point of sale systems, inventory maintenance, word processing, and spreadsheets.
6. Experience in marketing, advertising and promotion preferred.
7. Experience in community outreach, event planning, and fundraising preferred.

Responsibilities

The Assistant Store Manager shall assist the Store Manager with daily operations of the store. All related activities will be conducted by the Store Manager, or will be delegated to the Assistant Store Manager, other staff or appropriate volunteer.

1. Develop a thorough knowledge of the mission of Ten Thousand Villages, the products sold and the artisans who have made them; share educational materials with volunteers and customers.
2. Maintain positive, clear interactions with customers, volunteers, staff, and the Board.
3. Perform store opening and closing, handling sales and customer service, repairing and/or discounting items, making bank deposits and maintaining displays.
4. Model the components of excellent customer service utilizing the Ten Thousand Villages standards of sales, and train all staff and volunteers to do the same.
5. Support the Store Manager to recruit volunteers to work at the store. Train and provided guidance to volunteers on store operations.
6. Support the Store Manager with inventory selection and ordering of merchandise for the store, maintaining appropriate inventory levels.
7. Assist the Store Manager to plan events including benefit nights and annual fundraisers that benefit the store's mission and growth, while identifying and organizing volunteers to assist with event planning and fundraising activities.
8. Participate in public relations efforts and promotional programs to assure continued sales growth. Outlets include, but are not limited to web presence, e-newsletters, social media, press releases, media interviews and print materials.

Accountability

The Assistant Store Manager is directly accountable to the Store Manager. Performance reviews shall occur at one month, three months, and annually. Employment is considered to be at will.

Qualifications

1. Graduation with a Bachelor's degree from an accredited college or university preferred.

2. Experience in retail with an emphasis on customer service driven sales.
3. Self-motivated, outgoing, energetic, and thrives in working in a team environment.
4. Capability and willingness to carry out all duties in a careful and responsible manner.
5. Excellent verbal and written communication skills.
6. Excellent leadership, organizational, and problem solving skills.
7. Ability to execute multiple tasks, and changing priorities, while simultaneously maintaining an acute awareness for details.
8. Ability to motivate and influence a team and achieve results through actions and example.
9. Ability to think through complex issues, develop strategies, and execute successful solutions.
10. Ability to adapt to a changing environment and perform under pressure.
11. Ability to attractively display merchandise according to company guidelines.
12. Commitment to maintain compliance with company dress codes and policies.
13. Enthusiastic support of, and commitment to, Ten Thousand Villages mission and its goals.
14. Physical Requirements:
 - a. Ability to be mobile on sales floor for extended periods of time.
 - b. Ability to lift and move up to 75 lbs, utilizing appropriate equipment and safety techniques.
15. Eligibility to be employed in the United States of America.

Working Hours

Exempt, full time position (minimum base work week of 40 hours). Must be flexible in scheduling and able to work opening and closing shifts, weekends and holidays. Vacation is not permitted during the holiday season (November and December) without written prior approval from the Board.

Probation Period

All new employees will complete a 90-day probation period from the first day of work. Requested leave during this time will not be compensated.

Compensation

Salary is commensurate with experience. Potential for bonuses dependent upon sales margin. Monthly health insurance stipend provided as well as paid accrued leave.

Ten Thousand Villages Austin is an equal opportunity employer.