



Store Manager Job Description

Ten Thousand Villages of Austin's Store Manager is responsible for the operations of a fair trade non-profit organization, cultivating staff and volunteer morale, and building meaningful relationships in the community under the direction of the Board of Directors. 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 a demonstrated knowledge of visual merchandising.
2. Experience in interacting with the general public and providing exceptional customer service in a sales environment.
3. Managerial experience including the ability to effectively recruit, train, schedule and supervise staff and volunteers.
4. Experience in managing a budget.
5. Ability to maintain professionalism under pressure.
6. Experience in point of sale systems, inventory maintenance, word processing, and spreadsheets.
7. Experience in marketing, advertising and promotion preferred.
8. Experience in community outreach, event planning, and fundraising preferred.

Responsibilities

The Store Manager is responsible for the 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. The Store Manager shall respond promptly in all matters.

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. Keep and maintain the store policies and procedures manual, all human resources records, and all records required by the policies and procedures manual, including the City of Austin, Travis County, the State of Texas, and the Federal Government. These manuals and records will be coordinated with the committee of the Board assigned to the particular task.
4. Direct store opening and closing, handling sales and customer service, repairing and/or discounting items, making bank deposits and maintaining displays.
5. 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.
6. Recruit volunteers to work at the store with the support of the Assistant Store Manager. Train, schedule and supervise volunteers, ensuring that the store is properly staffed at all times.
7. Actively engage in the hiring, training, evaluation and supervision of multiple staff, coordinating staff schedules, performing conflict management, etc
8. Ensure the selection and ordering of merchandise for the store, maintaining appropriate inventory levels with the support of the Assistant Store Manager. Maintain constant inventory management via computer and annual physical inventory procedure.
9. Monitor sales and expenses as related to the annual budget, drafted by the manager and approved by the Board. Work closely with the accountant and Board Treasurer on all matters related to sales, accounts payable and receivable, and monthly and year-end data.
10. Report store activities and future plans to the Board at regular Board meetings. Between meetings

communicate with the Board President and Personnel Committee Chair on a regular basis.

11. Assist the Event Planning Committee with planning events including benefit nights and annual fundraisers, while identifying and organizing volunteers to assist with event planning and fundraising activities.
12. Promote the store and its mission through speaking engagements, community outreach activities and offsite sales.
13. Assist the Marketing Committee in the development, review, and approval of store advertising 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 Store Manager works closely with and reports directly to the Board of Directors. Performance reviews will be conducted by the Personnel Committee and 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.
2. Minimum of two years experience in management 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.