

Job Title: Resale Shop Staff

Status: Full-time

Reports to: Chief Development Officer

Job Purpose:

Provides first-class service in order to further the donations to and sales at The Gathering Place's Warehouse Resale Store. Acts as an intermediary between volunteer workers and clientele. Makes necessary phone calls and meetings to improve warehouse operations.

Job Duties:

- Educate donors, clientele, and volunteers about TGP.
- Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions
- Maintains the stability and reputation of the store by complying with legal requirements
- Contributes to team effort by Embrace TGP's mission, culture, vision, and Principles of Action
- Oversee communication with donors and deliveries and ensure donor forms are completed
- Create a rhythm of operations
- Operate efficiently and in an organized fashion to minimize expenses to the warehouse
- Continue to bring develop ways to bring in new customers, schedule incoming and outgoing deliveries
- Maintain warehouse supplies and inventories; (kitchen, office, packaging, restroom)
- Keep facility safe and clean for staff and customers
- Work on ads and other ways to increase customer base i.e. TV segments, small group sales, one on one sales, ads in print, Websites
- Work with groups of different people i.e. liquidators, realtors, decorators, TGP staff, buy out person, movers
- Schedule Warehouse staff, work with them, coach them, train them, reviews if needed
- Encourage volunteers
- Negotiates prices with customers
- A TEAM PLAYER

Skills and Qualifications:

Education

- Bachelor-level degree preferred

Work Experience

- 2-3 years' experience in sales and/or customer service

Knowledge, Skills, Traits and Values Required

- Customer focus
- Good organizational and time management skills
- Tracking budget expenses
- Pricing
- Vendor relationships
- Market knowledge
- Staffing
- Results driven
- Strategic planning
- Management proficiency
- Client relationships
- Communication skills
- Ability to lift 25+ pounds
- Dedicated to TGP's mission, culture and vision

Benefits:

- Health insurance and health savings account
- 403b Retirement Plan
- Other benefit offerings, including AFLAC supplemental insurance
- Paid time off