



Processing Manager

Hours: Full-time, Hourly, Occasional nights and weekends

The Processing Manager will oversee the evaluating, categorizing, pricing, preparation, and storage of donations across all areas of operations, and provides leadership to the Processing staff and volunteers. The Processing Manager collaborates with the managerial team and reports to the Operations Manager.

Crowded Closet's mission is to share God's love and compassion by supporting Mennonite Central Committee and local relief agencies through the sale of donated and fair-trade items.

Qualifications:

- Demonstrates a willingness to support the mission of Crowded Closet and the work of MCC
- Commitment to the donor, customer, volunteer, and staff experience by supporting the values of Crowded Closet with each interaction
- Ability to have a friendly, positive, and cooperative attitude when working with a diverse group of donors, customers, volunteers, staff, and management
- Ability to remain flexible and positive in a fast-paced, changing environment where priorities shift based on season and workload
- Ability to delegate and communicate effectively with staff, donors, customers, volunteers, and management
- Two years of retail management or supervisory experience
- Strong leadership skills
- Self-motivated to prioritize tasks, work independently and take appropriate initiative
- Reliable judgment skills to determine the value of merchandise
- Able to problem solve and utilize resources to accomplish departmental goals
- Excellent organizational, oral, and written communication skills
- Basic computer skills in Word, Excel, PowerPoint, etc.
- Ability to work for long periods while standing, bending, and/or carrying
- Ability to lift and carry 30-50 pounds
- No serious allergies to dust or cleaning supplies

Core Responsibilities:

Processing Operations

- Model and enforce best processing and quality control practices, and provide training for staff and volunteers
- Oversee and manage daily processing operations, including staffing from open to close, and provide engaging availability to staff and volunteers
- Provide guidance on categorization to each department and display visuals as category examples
- Instruct volunteers and staff on best research and pricing procedures to ensure consistency
- Actively monitor donation levels throughout Processing and collaborate with Donation Manager, Retail Manager, and the other Processing Manager to ensure the flow of inventory is fluid and consistent



- Delegate open volunteer positions to staff or fill in when necessary; report staffing needs to Operations Manager; report volunteer participation needs to Volunteer Coordinator
- Assist volunteers and staff with tagging terminal functions and processing issues
- Enforce and effectively communicate new and existing shop policies and procedures to Processing staff and volunteers
- Implement health and safety training and procedures in order to maintain a safe processing environment for volunteers and staff
- Assist Operations Manager with other duties as assigned

Administrative

- Collaborate with Operations Manager to establish priorities and meet deadlines
- Create monthly Processing Staff schedules, track time off requests and work with administrative team to determine time off approvals
- Contact Secure Retail support center to resolve tag terminal issues
- Answer emails and phone calls to processing related questions, and answer phone as assigned
- Attend and contribute to scheduled meetings, walkthroughs, and training sessions
- Collaborate with Operations Manager to create and implement processing training tools
- Occasionally lead morning huddles to share in-shop updates and MCC news

Staff development

- Provide direct training, supervision and feedback for Processing staff and volunteers
- Effectively communicate updates and changes in policies and procedures
- Collaborate with Operations Manager to retain talented staff, provide job coaching when necessary, and participate in staff performance reviews
- Collaborate with Volunteer Coordinator to develop volunteer engagement

Supervision Exercised: Processing staff, volunteers, donors, and customers