

Retail Lead

Job Description

Synopsis: The Retail Lead will assist in providing leadership to daily management of the retail floor. This position reports to the Retail Manager, supervises volunteers, and collaborates with other staff.

Mission: The mission of Crowded Closet is to share God's love and compassion by supporting Mennonite Central Committee (MCC) 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 customer, donor, and volunteer experience by supporting the values of Crowded Closet with each interaction
- Ability or aptitude to learn a touch screen operating system
- Self-motivated to prioritize tasks, work independently, and take appropriate initiative
- 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 work for long periods while standing, bending, and/or carrying
- Ability to lift and carry 30-50 pounds
- Ability to follow oral and written instructions
- Ability to communicate effectively with donors, customers, volunteers, staff, and management
- Retail experience preferred, not required
- Excellent cash handling skills
- No serious allergies to dust or cleaning supplies

Duties:

- Model best customer service practices
- Provide engaging availability to customers and volunteers on the retail floor
- Manage daily flow of retail operations in an efficient manner along with other staff and volunteers, including opening and closing the shop
- Maintain the standards of merchandising and oversee stocking in coordination with the Retail Manager
- Manage and support retail volunteers and give breaks as needed
- Lead team for Saturday retail operations acting as manager on duty
- Respond to POS issues, calling tech support when appropriate
- Maintain a clean and well-organized environment for customers and volunteers by performing cleaning duties as needed
- Maintain a safe environment for customers and volunteers
- Participate in the training of retail volunteer roles
- Perform, support, and educate any processing protocols and changes
- Collaborate with Retail Manager and Volunteer Coordinator to evaluate volunteer participation
- Assist Retail Manager with other duties as assigned across all areas of operations

Supervision Exercised: Customers, Volunteers, Donors