

## Position Description - Outcome Based

Position Title: <b>Store Manager</b>		Date Written: <b>12/27/2022</b>
Department: <b>Free Store Operations</b>		Reports To (Position): <b>Executive Director</b>
Job Rate: <b>\$15.00/hour</b>	FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> <b>Non-Exempt, Part-Time</b>	Location: <input type="checkbox"/> Board of Directors <input checked="" type="checkbox"/> <b>Free Store</b>

### WHO WE ARE:

Our mission is to nurture the material, spiritual, social and educational well-being of those living without stable shelter and lower income residents of Columbus's west side neighborhoods. Ultimately, we want to foster a strong sense of community and engagement among these people who are, at the moment, struggling to fulfill their potential.

We accomplish our mission by partnering with local agencies to increase services to community members. Our constituents can shop at our free store for clothing and small household items to help them establish their homes, and for work-ready clothing as they prepare to enter the workforce. We offer a diaper club for young families and periodic coat giveaways for anyone who needs a coat. We also provide hygiene kits and hot meals to help our constituents.

### OUR VALUES:

Sharing Resources, Building Relationships, and Creating Community

### POSITION SUMMARY:

The Store Manager oversees the daily operations of the free store and participates in all aspects of those operations as needed to ensure we serve our mission while running an effective, efficient, and sustainable organization. The store manager is a strategic thinker who works closely with the operations manager, store associates, and executive director to implement the policies, guidelines, and vision set by the board of directors (BOD). He/she understands the "how" and "why" of the ministry of WFSM and leads by example with compassion and encouragement. The store manager builds healthy, respectful relationships with staff, volunteers, customers, donors, and the leadership team, and acts as a mentor, guiding staff and volunteers in how to manage various situations and challenges.

The store manager's tactical duties include, but are not limited to, the following:

- Is on premises for daily store operations and special work days as scheduled.
- Ensures day-to-day continuity of store operations.
- Supervises Store Associates, any agency workers (e.g. AARP) and volunteers.
- Assists the Operations Director with special volunteer teams and seasonal projects (e.g. Holiday/Secret Santa, Coats, etc.)
- Meets with all volunteers prior to opening to greet everyone, share goals, and ensure they have signed in
- Maintains safety control standards.
- Assists in the weekly inventory of supplies.
- Makes store opening announcements.
- Makes decisions about shoppers' special needs and advises the Operations Director of any deviations to store policy.
- Properly follows closing procedures.
- Initiates prayer as desired/requested.

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### MINIMUM REQUIREMENTS:

*The following education, experience, knowledge, skills and abilities (KSA's) are required to perform in this role:*

#### Education:

- High School Diploma required, college credits preferred.
- Basic computer skills necessary.

#### Work Experience:

- Prior management a plus, but not required.
- Knowledge, familiarity and/or experience working with a diverse group of people.
- Ability to mediate conflicts.
- Must be able to demonstrate effective communication skills.

#### Other:

- Must be able to communicate using written and spoken English language.

#### Knowledge, Skill and Abilities (KSA's):

- **Action Oriented** - Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Ethics and Values** - Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- **Integrity and Trust** - Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Listening** - Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.

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#### Physical Requirements:

- Must be able to safely and successfully perform the essential functions of this position, meeting qualitative and/or quantitative productivity standards.
  - Able to lift up to 50 pounds.
  - Must be able to stand on feet for up to 5 hours.
  - Bending, twisting, lifting, carrying up to 25 pounds.
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### OUTCOME BASED PERFORMANCE METRICS:

*Results within the above ranges will result in an "GOOD SOLID PERFORMER" Or "3" review rating. Achievements outside of these ranges will result in either an Exceeds or Below Rating in the category, based on the actual result.*

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**POSITION ACKNOWLEDGEMENT AND AGREEMENT:**

*I have read and understand the above job description and agree to comply with and be subject to its conditions. I understand that the Agency reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of such change. I certify that I am able to perform the job duties as listed with or without an accommodation.*

**Acknowledgement Signatures:**

<b>Store Manager:</b>	<b>Date:</b>

**Position Description Approval:**

<b>Executive Director:</b>	<b>Date:</b>
<b>President BOD:</b>	<b>Date:</b>