



Director of Retail Operations BackPorch Treasures Thrift Shop Job Description

Reports To: Executive Director, Matthews Help Center

FLSA Status: Full-time

Department: BackPorch Treasures

Hours per week: 40

Prepared By: Executive Director and BackPorch Treasures Director of Retail Operations

BPT Culture: From an open, caring and respectful attitude for all to providing quality and timely service to our customers, BackPorch Treasures' staff abides by a high level of customer service and displays kindness to others consistently and genuinely.

Summary: Directs all aspects of BackPorch Treasures (BPT), including staff, volunteers and merchandising by performing the duties outlined below.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Oversees supervisors and coordinators in their daily responsibilities.
- Ensures the Mission of the Matthews Help Center is adhered to in daily activities, as well as organization-wide store policies, department procedures, and job duties.
- Provides guidance for supervisors and coordinators to provide the best possible service and experience for our volunteers and customers.
- Communicates well with all MHC staff as to changes/updates on a weekly basis.
- Ensures excellent communication is maintained with volunteers via daily, weekly and monthly activities.
- Oversees the creation of the monthly BackPorch Bulletin which goes to all MHC staff, MHC Board of Directors, and all volunteers.
- Creates weekly reminders for six departments, with input from supervisors.
- Initiates monthly reports for MHC executive director and board of directors.
- Initiates and reports BPT payroll for all BPT employees on a bi-weekly basis.
- Works with operations coordinator in ordering and tracking supplies on a weekly basis.
- Works with the supervisors in planning and implementation of store layout, as well as sales and displays. Manages and assists with maintaining correct inventory levels.
- Reviews inventory in storage units, garage, and all areas to guarantee smooth retail flow.
- Ensures that all sales are promoted both in-store and via social media.
- Works with staff in creating the annual budget and maintains the budget throughout the fiscal year.

- Completes daily close-out procedure.
- Ensures that the correct daily tills and cash-on-hand is always available for BPT.
- Works with staff in planning and implementing seasonal turnarounds (Spring, Fall and Christmas).
- Oversees MyBackporchTreasures.com online site for BPT.
- Maintains relationships with customers, partners (i.e., Clover, National Kidney Services, Family Dollar).
- Recommends additions to or deletions of merchandise to be sold.
- Listens to customers' needs and resolves problems to restore and promote good public relations.
- Assists staff in completing difficult sales and tasks.
- Works with the Volunteer Manager in ensuring volunteers are managed with the culture of care and respect. Gives input to volunteer programming and procedures.
- Takes initiative to ensure quality product display as well as customer and volunteer satisfaction.
- Works with executive director in overseeing building maintenance.
- Participates in annual planning retreat, both executive and staff as a whole.

Pay commensurate with experience and education. Health, dental and vision benefits, Vacation and paid sick time. MHC is an Equal Opportunity Employer and drug-free/smoke-free work environment.

Cover Letter & Resume required. Please send to sandra@matthewshelpcenter.org

Accepting applications until filled.