



Christ's Haven Resale Shop Manager

Normalcy. Dignity. Hope. – Christ's Haven For Children is a nonprofit organization centered around these core values. We are located in the North Fort Worth/Keller area and provide a trauma-informed, family model of care for displaced children, teens, and young adults. As a voluntary placement organization, we are an option outside of traditional foster care, often when a caregiver has exhausted all efforts to care for a child. Whether a child is with us for six months or sixteen years, we utilize that time loving them as our own and instilling normalcy, dignity, and hope into their lives. As a Christian organization, our hope is that their time with us will help lead them toward healing from their past abuse and/or neglect.

We are looking for an energetic professional to join our team as the Resale Shop Manager. Sales revenue from the Christ's Haven Resale Shop helps fund the organization's operations and mission. Reporting to the Director of Facilities, the Resale Shop Manager will oversee all aspects of the operations, sales, staffing, and donation procurement for the organization's resale/thrift store.

Core Competencies:

Operations & Administrative
Retail Sales & Customer Service
Donor Relations
Staff & Volunteer Management

Operations & Administrative

- Oversee and supervise all aspects of the thrift store/donation center and employees.
- Maintain accurate and adequate daily sales records in order to assist Christ's Haven Finance Team to report store financials.
- Monitor and supervise inventory, quality of merchandise for resale, and the overall atmosphere of the store.

Retail Sales & Customer Service

- Achieve daily, monthly, and annual sales goals.
- Maintain and coach staff and volunteers for a customer service culture of excellence.

Donor Relations

- Build collaborative relationships with local businesses and seek new sources of donations.
- Ensure that all donors are appropriately greeted, thanked, and provided donation receipts.
- Respond to donor requests in a timely fashion.

Staff & Volunteer Management

- Ensure onboarding and job training as needed for all staff and volunteers.
- Direct supervisor of (2) full-time staff and (5) part-time staff including Cashiers, Driver, and Community Relations
- Ensure all staff have completed employment requirements per minimum standards and licensing.
- Continue to connect the impact of the Resale Shop donations and sales to Christ's Haven's mission

Qualifications

- High school diploma required.
- At least 3 years of supervisory experience preferred.
- Basic understanding of business office practices.
- Ability to manage multiple priorities in sometimes stressful situations.
- Demonstrate effective written and verbal communication skills.
- Demonstrate effective time management and the ability to prioritize tasks.
- Possess the knowledge and skill to diffuse crisis situations.
- Be committed to personal growth, change and learning.
- Be available, on occasion, to help with weekend or after hour development projects such as special events or work projects by volunteers on campus.
- Ability to perform complex administrative duties, with little supervision, exercising independent discretion and judgment.
- Other duties as assigned by the CEO.
- Ability to lift 30 lbs and stand on your feet for an extended period of time.
- Be a faithful Christian, willing to sign Christ's Haven's Statement of Faith and complete drug testing.

Job Type: Full time