

 **JOB DESCRIPTION**

**POSITION TITLE: SPIRALS MANAGER**

**FLSA STATUS: EXEMPT**

**SUPERVISION RECEIVED: AOA EXECUTIVE DIRECTOR**

**SUPERVISION EXERCISED: SPIRALS STAFF AND VOLUNTEERS**

**OBJECTIVE:**

To manage a benefit/consignment business with the purpose of generating income for the Alliance on Aging (AoA).

**Description**

Establish guidelines and procedures for operating a reputable high-end resale store that maximizes business opportunities and sales. Foster community involvement that promotes the store and the AoA wherever possible. Establish and maintain lines of communication with city representatives, property owner and/or manager and business neighbors to discuss issues of rent, maintenance and mutual concerns. Cultivate community connections to recruit staff and volunteers as needed. Manage staff and volunteers, keeping them trained, challenged, rewarded and connected to the store and one another. Mediate volunteer concerns and engagement. Conduct annual inventory, and budgeting. Oversee the balance of donations and consignments, and basic store operation. Troubleshoot malfunctioning equipment, resolve accounting errors, and solve problems proactively where possible.

**Key Responsibilities**

* Ensure policies are in place and consistently followed by staff and volunteers for the handling and sale of merchandise. (donations & consignments).
* Ensure consistent availability of merchandise by fostering relationships with donors and consignors.
* Formulates pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends.
* Staff/volunteer scheduling & supervision: recruitment, training, scheduling, mediation, fostering camaraderie and providing recognition
* Regular communication with staff/volunteers to ensure they are apprised of changes in procedures, new documentations and any staffing issues/opportunities.
* Determine marketing needs and coordinate with AOA ED as needed.
* Communicate with city representatives, property manager and business neighbors regarding building issues, and downtown event participation.
* Respond to all external inquiries that come via USPS, email and text messages
* Working with AOA Operations Manager, proactively assess store hardware and software for condition and performance.
* With AOA Operations Manager, troubleshoot malfunctioning equipment, and internet issues.
* Ensure daily financial reporting is accurate.
* Ensure environment is safe and clean for employees and customers.
* Pay invoices and disburse consignor pay-outs.
* Maintains the stability and reputation of the store by complying with legal requirements.

**Skills and Abilities**

* Knowledge and ability to describe programs and services of AoA and how Spirals fits into the mission and goals of the AoA.
* Knowledge of intake guidelines, procedures and policies of Spirals and the ability to communicate this information to volunteers, consignors and customers.
* Volunteer management skills preferred; however, demonstrated ability to lead and work with volunteers in team setting sufficient.
* Capacity to recognize special talents and/or help volunteers develop new skills and provide them with incentives to encourage long-term commitment.
* Experience, patience and desire to work and mentor older adults of varying skill levels.
* Familiarity with establishing healthy boundaries with consignors and customers.
* Understanding and appreciating the value of good customer relationships.
* Proficient writing skills with attention to detail, grammar and spelling.
* Competent public speaking skills.
* Computer literacy and proficiency in Word and Excel.

**Work Environment**

Operating a consignment/benefit store requires long periods of standing, walking and moving merchandise. While there should be no heavy lifting, the Manager should have the capability to lift and move objects up to 30 pounds, reach overhead and stoop down to move merchandise. The work environment is smoke and fragrance free to permit fellow staff, volunteers and customers a pleasant environment in which to work and shop. Under no condition is the Manager to require staff and/or volunteer to perform a task of which he/she is unwilling to perform. Working at Spirals is a team effort and each person is of value no matter the time they are able to commit or the skill level they have to offer. That said, there is no better or more supportive work environment than at Spirals.

**Education**

A.A. degree or equivalent work experience.