



***Position Yourself For A Higher Mission
Join The Team That Changes Lives***

***Job Announcement
Regional Store Manager***

General Purpose

Manages retail store operations on a daily basis. Works closely with the Director of Warehouse & Retail Operations to maintain stores' profitability and sales objectives. Maintains regional uniformity of all stores and ensures that retail staff is properly trained on policies and procedures.

Primary Responsibilities

Sales, Profitability and Gross Margin Growth: Drives area sales and profit plans to budget through successful leadership, organizational plans, customer service, and outstanding execution of all field operations strategies, consistently across all stores + Knows and manages the business by effectively using sales reports, assessing departmental results, and developing specific actions directly related to business development and growth across all stores + Leads and directs the development of department level sales goals and action plans for store teams directly and fields into measurable results in a timely and consistent execution + Ensures that all store associates are current and up to date with product knowledge and use, and remains accountable to ensure that trends of underperformance are formally addressed, with clear and documented performance improvement plans

Customer Engagement: Ensures that all store associates greet, engage, demonstrate, inspire, and manage the floor to promote an outstanding in-store customer experience + Sets high expectations for excellent customer service and holds all team members accountable to the measurable results associated

Merchandise presentation & Manage Store Inventory: Create a store merchandising environment that must be a point of differentiation aimed at getting a customer excited about the uniqueness of the offering, the possibilities that may exist, bringing product to life, inspiring a recipe of need, leading to an array of spectacular marketing benefits + Exhibit display windows that represent a great first impression with clear, creative messages related to our product offering + Ensures that each store associate is trained and compliant with all basic inventory management/movement/receiving processes + Manage store receiving processes (door to floor) consistently across all store teams

Recruitment/Hiring/Training and Retention of Top Talent: Interviews, selects, trains, develops, evaluates and directs employees toward desired objectives; delegates, motivates and resolves problems between employees; takes corrective action and rewards employees when appropriate + Manages all store schedules that reflects a store staffing approach that meets customer needs

Operations/Communication: Oversees store management teams towards acceptable store operations; conducts training/inspection audits quarterly in each store + Understands and administers general Mission policies and procedures and ensures compliance at all stores + Prepares both formal and informal managerial reports and/or presentations to Board of Directors, senior management team, various managerial staff and/or groups, "All Staff" and/or any external audience + Consistently and effectively communicates the Mission's objectives to all store

management teams through organized and scheduled conference calls and email communications + Prepares weekly reports; presents and discusses the results and planned actions with the Director of Warehouse & Retail Operations regarding operations and sales + Provide operational guidelines and orientation to staffs/volunteers + Handles customer complaints to ensure good public relations

Education / Experience

Minimum high school diploma (Associates degree in Business Administration, Marketing or related field from an accredited institution preferred), plus minimum three years full-time work experience in a retail establishment at a supervisory/management level; able to manage a diverse environment with focus on customer service; previous experience with the homeless, substance abusers, mentally ill and /or dually diagnosed preferred; nonprofit experience preferred.

Other

Spends a majority of the time visiting and monitoring multiple stores daily, therefore, must travel on a regular basis. Must have independent, reliable transportation. Assumes regular supervision of paid staff, regular supervision of Work Therapy clients and occasional supervision of external volunteers. Must work evenings, overnights, weekends, and/or holidays as needed.

If you have a passion to serve the homeless, needy and the poor in a faith-based environment, contact us!

Send your resume, cover letter and salary requirements to:
SDRM, Attn: Human Resources, PO Box 80427, San Diego CA 92138
...or fax 619.234.4101 ...or email jobs@sdrescue.org

No phone calls please. All openings are subject to change without notice.

www.sdrescue.org