

<b>Job Title:</b>	<b>PennyWise Store Manager</b>	<b>Job Category:</b>	
<b>Department/Group:</b>	Resale Store	<b>Job Code/ Req#:</b>	
<b>Location:</b>	Katy, TX	<b>Travel Required:</b>	Low to moderate
<b>Level/Salary Range:</b>	Based on experience	<b>Position Type:</b>	Full-Time; Exempt
<b>HR Contact:</b>	Tina Hood	<b>Date posted:</b>	<a href="#">Click here to enter a date.</a>
<b>Will Train Applicant(s):</b>	Yes	<b>Posting Expires:</b>	<a href="#">Click here to enter a date.</a>
<b>External posting URL:</b>			
<b>Internal posting URL:</b>			

### Job Description

#### ROLE AND RESPONSIBILITIES

RESPONSIBLE FOR OPERATING THE ASSIGNED RESALE STORE TO GENERATE FUNDS TO SUPPORT THE OPERATION OF THE FORT BEND WOMEN'S CENTER. ALSO RESPONSIBLE FOR ASSISTING SHELTER RESIDENTS AND THEIR CHILDREN OBTAIN CLOTHES AND NEEDED ITEMS FROM STORE.

- Be professional and abide by agency core values: **Service, Passion, Integrity, Respect, Innovation, and Teamwork**
- Ensures proper staffing of the Resale Store and its operations during regular store hours.
- Supervises staff and volunteers.
- Responsible for daily cash register operations and daily receipts.
- Coordinates training of staff with Director of HR/Volunteers.
- Maintains all records related to taxes and government reporting, client voucher usage, and other relevant matters.
- Makes pricing decisions.
- Conducts weekly staff meeting to communication FBWC leadership, core values, sales & logistic leadership.
- Rotates stock on a scheduled basis.
- Accountable for responsible donation process of merchandise given to the FBWC.
- Ensures cleanliness and professional appearance of the Resale Store at all times.
- Responsible for staff schedule, PTO forms, timely deposits, disciplinary and incident reports.
- Responsible for leading team to achieve yearly sales
- Increase Customer Loyalty Reward members to increase sales.
- Informs CROO on improvements that need to be made to facilities.
- Other duties as needed.
- Must work weekends.

#### QUALIFICATIONS AND EDUCATION REQUIREMENTS

- College degree is preferred.
- Three + years' experience in retail or thrift store management POS
- Computer Skills: Ability to learn software program that manages inventory & POS reporting. Good computer skills. Working knowledge of Microsoft Word, Excel and Outlook.
- Knowledge of business management practices.
- Ability to work professionally with the public.
- Ability to operate cash registers and properly handles money.
- Have valid Texas Driver's License and carry auto liability insurance as required by the State of Texas.
- Satisfactory completion of criminal background checks and drug screening.

PREFERRED SKILLS AND COMPETENCIES

- An enthusiastic personality is a MUST! We assist those who are struggling to achieve self-sufficiency. It is a rewarding job, but one that requires a great deal of optimism.
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence) is a plus but is not necessary.
- Demonstrates leadership, communication, and problem-solving skills in a manner that encourages and empowers clients to seek remedies for positive change.
- Displays ability and willingness to make appropriate decisions, responds compassionately to persons served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, supports, and explains reasoning for decisions, and includes appropriate people in decision-making process.
- Displays original thinking and creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.
- Shows tenacity and thoroughness, with the ability to solve practical problems and deal with a variety of situations.
- Team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Not easily frazzled, especially during crises.
- Possesses strong time management skills during busy and slower periods throughout the day.
- Applies basic strategies for good communication, including developing rapport, using active listening.
- Establishes/maintains trust and appropriate collaborative relationships with clients.
- Works with clients in a respectful and nonjudgmental manner while employing a victim-centered, strengths-based, and trauma-informed perspective.
- Supports clients' self-determination and informed decision-making.
- Respects client confidentiality and autonomy.
- Uses appropriate verbal and nonverbal communication to deescalate crises situations.
- Applies strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to communications with clients and coworkers.
- Demonstrates ongoing efforts to improve skills in effective verbal and nonverbal communication, such as motivational interviewing, as well as cultural competency.
- Prioritizes/plans work activities using time efficiently; plans for additional resource needs. Sets goals and objectives and develops realistic action plans.
- Deadlines/solutions oriented with the ability to handle multiple competing priorities and wide variety of responsibilities.
- Speaks clearly and persuasively in positive or negative situations, listens, asks for clarification, responds well to questions, and participates in meetings.
- Writes clearly, accurately, respectfully, and informatively, edits work for spelling and grammar.
- Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to non-traditional hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan.
- Travel required in greater Harris and Fort Bend County areas.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Officer Signature: \_\_\_\_\_

Date: \_\_\_\_\_