



3700 Galley Rd. Colorado Springs, CO 80909 [www.elifenetwork.com](http://www.elifenetwork.com)

*Life Network exists to cultivate a community that values life through the love of Christ*

## **FAMILY THRIFT STORE DIRECTOR**

The Director of the Family Thrift Store (FTS) offers an exciting opportunity to a people-oriented, results-driven individual. This individual must embrace the challenge of leading a new thrift store operation opening in 2019 to serve the families of Colorado Springs and benefit Life Network.

The Director is accountable for all aspects of store leadership including: daily operations, policies, revenue and pricing, leading and motivating all staff and volunteers. The Director will support Life Network President in forming community and church relationships which will help ensure the store thrives. This self-starting leader will be innovative, forward thinking and committed to excellence in serving Life Network clients, families, church partners and other key stakeholders.

We are seeking a passionate, creative individual able to multi-task and work confidently and independently. This position requires strong interpersonal skills, maturity and flexibility – as well as excellent organizational skills to carry out all responsibilities. The position is accountable to the President and is a full-time, 40 hours per week position.

## **RESPONSIBILITIES**

### **Essential Duties:**

1. Thrift Store Operations
  - a. Under oversight from the Life Network President, the director is responsible for creating, meeting, or beating, goals for:
    - i. marketing to drive store traffic and sales
    - ii. monthly revenue
    - iii. the pipeline for store items and materials
    - iv. volunteer recruitment, training and engagement
  - b. Create an attractive and organized shopping environment
  - c. Monitor thrift store donations and establish a system for purging items from the store to ensure a constant flow of new inventory
  - d. Ensure pickup and deliveries are effectively completed, and that staff can fulfill its responsibilities in a timely, professional manner
  - e. Oversee the transportation needs for thrift store transport operations
  - f. Provide service to internal and external customers according to standards and ensure staff and volunteers follow same standards
  - g. Other duties as required

2. Marketing
  - a. Collaborate with digital marketing on an integrated marketing approach, including internet and social media, to advertise the store and promote store brand and its highest demand items
  - b. Establish pricing and sales promotion guidelines and strategies to maximize sales
  - c. Develop strategy for growing awareness in the city
  - d. Analyze sales and current inventory in order to provide projections and recommendations to retain customers and increase sales
  - e. Oversee the display of merchandise inside the store to enhance the appearance of the store
3. Finances
  - a. Under oversight from President, create measurable goals and metrics for maintaining and ensuring store remains healthy financially
  - b. Meet revenue goals and monitor the Profit and Loss Report, monitoring and adjusting expenses as necessary
  - c. Create and monitor the annual thrift store budget
  - d. Keep record of daily sales and monthly totals and report on results every other week with President – and quarterly with the store staff
  - e. Submit to President a list of needed assets and the estimated amounts
4. Personnel
  - a. Coordinate the hiring, supervision, evaluation and professional development of staff
  - b. Maintain current knowledge of organization policies and procedures as they relate to personnel
  - c. Daily leadership and motivation, maintaining an energetic atmosphere for staff and volunteers, including:
    - i. scheduling of store employees to ensure an appropriate number of employees
    - ii. manage daily schedule for volunteer coverage to ensure adequate coverage in store to accomplish tasks and respond to customers
    - iii. provide supervision to the staff, including regular communication, guidance and direction, monitoring work production, addressing concerns and sharing ideas
    - iv. lead weekly staff meeting with all key FTS personnel
  - d. Provide ongoing training as necessary
  - e. Ensure that all staff and volunteers know and comply with organization policies and procedures, competent to perform their job as defined by their job description
  - f. Assist with orientation of all staff and volunteers
  - g. Ensure healthy relationships within store staff as well as with overall Life Network leadership team

**General:**

- Serve as a member of the Life Network leadership team, collaborating to further ministry of Life Network. The lead team supports the store's goals, aid in problem solving and offers input that may contribute to the store's direction
- Perform other duties as assigned by President
- Participation by all staff is required at Life Network's major events

**QUALIFICATIONS:**

- Strong advocate for sanctity of life issues
- Possesses strong Christian testimony with evidence of Christian maturity in personal and professional life
- Active commitment in a local church
- Agrees with the mission of Life Network
- A passion for the ministry accomplished through Life Network and a heart for reaching the lost of our community/world with the Gospel
- Thorough understanding and demonstrated ability to succeed in retail environment
- Ability to work well with others under tight deadlines, manage details and maintain high quality standards
- Demonstrated qualities of initiative, teamwork and goal-orientation
- Ability and willingness to be flexible and adaptable in unpredictable situations
- Willing to use personal vehicle that meets Colorado safety standards, as well as maintain a valid Colorado Driver's License, car registration, and car insurance to meet travel requirements of the job
- 3-5 years of retail leadership experience; thrift store experience a significant plus
- Associate's or Bachelor's degree in business, marketing or sales preferred
- Able to lift 25–50 lbs.

**CONTACT INFORMATION**

Please send cover letter, resume and completed application (found at [www.elifenetwork.com](http://www.elifenetwork.com)) to Luz Davidson, Operations Manager, [HR@elifenetwork.com](mailto:HR@elifenetwork.com) or Life Network, 3700 Galley Rd., Colorado Springs, CO 80909.