



Position: Assistant Store Manager - Customer Experience

Reports to: Store Manager

Supervises: Customer Experience Team

Classification: Full-time

Objective

To manage day-to-day operations for customer experience department and execute sales strategies to drive sales revenue while keeping focus on The Church of Eleven22 vision of being a movement for all people to discover and deepen a relationship with Jesus Christ.

Key Responsibilities

- Minister of the gospel
- Assist the Store Manager in managing and executing Hope's Closet's Store processes:
 - Sales – meeting sales goals and executing plans
 - Operations - which include opening and closing the store
 - Scheduling for department
 - Customer relations
 - Merchandising and replenishment process
 - Maintain budget control
 - Loss prevention
 - Hiring/training of staff
- Responsible for proper safety and security policies and processes
- Lead in the reporting on department – i.e.: store sales, departments, merchandising, inventory estimation, serve staff hours and customers
- Develop, disciple and manage Hope's Closet employees and volunteers
- Lead in the building of serve staff team
- 24/7 on call Hope's Closet store contact (shared with Hope's Closet management team and facility coordinator)
- Ministry partnership –track inventory levels for ministry partnership and communicate needs to Assistant Manager – Sales and Merchandising

Competencies

- Model The Church of Eleven22 mission, vision and core values.
- Demonstrated ability to make disciples who make disciples
- Thrives in a fast-paced work environment
- Hope's Closet mission ambassador
- Strong, pro-active communication (verbal and written) and interpersonal skills
- Ability to cast vision to develop a large serve staff team
- Ability to generate sales revenue
- Possess strong organizational, planning and problem-solving skills



Education and Experience

- Completion of a bachelor's degree preferred, not required
- 3-5 years of relevant work experience
- Experience managing multiple employees/volunteers

Position Type/Expected Hours of Work

This is a full-time, exempt position which reports to the Store Manager. Days and hours may change weekly based on store needs. Weekends required.

Work Environment

This job operates in a professional retail environment which includes both sales floor and warehouse/stockrooms. This role routinely uses retail fixtures and equipment like dollies, rolling racks, hand carts, rolling carts, ladders, cash registers and computers.

Physical Demands

Must be able to:

- Stand or walk on concrete flooring for prolonged time periods
- Bend, lift, grasp, reach, push and pull materials
- Walk on uneven surfaces, ladders and stairs
- Occasionally lift up to 50lbs

EEO Statement

The Church of Eleven22 provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, age, sex, national origin, disability status, genetics, protected veteran status or any other characteristic protected by federal, state or local laws. The Church of Eleven22 reserves the right to discriminate on the basis of religion to the full extent permitted by law.