



**Position:** Customer Experience Lead

**Reports to:** Assistant Store Manager - Customer Experience

**Supervises:** Customer experience staff and serve staff

**Classification:** Full-time

## Objective

To support and help lead customer experience team in providing excellent customer service and execute daily operations to drive sales 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
- Drive sales by executing daily operations (sales, cash office management, merchandising, replenishment, loss prevention) and providing excellent customer service to our customers and donors
- Assist in training development, coordination and supervision of Hope's Closet customer experience associates and serve staff in operations, serving and ministry opportunities
- Discover training opportunities and collaborate with managers to provide coaching for team members
- Perform opening and closing procedures
- Help lead and create an inspiring team environment through setting and celebrating team goals, casting vision and demonstrating a proactive work culture
- Weekend and holiday hours are a must. Hours and shifts may change due to high work volume.

## Competencies

- Model The Church of Eleven22 mission, vision and core values
- Hope's Closet Ambassador and ability to cast vision
- Demonstrate ability to make disciples who make disciples
- Ability to build relationships with customers and serve staff
- Ability to work in a fast-paced environment
- Strong, pro-active communication (verbal and written) and interpersonal skills
- Possess strong proactive, organizational, planning and problem-solving skills

## Education and Experience

- 2-3 years of relevant work experience, including retail and customer service experience
- Experience operating cash registers and handling of money required



## **Position Type/Expected Hours of Work**

This is a full-time, non-exempt position which reports to the Assistant Manager – Customer Experience. Days may vary by week due to needs of store and events. Weekend and holiday hours are a must.

## **Work Environment**

This job operates in a professional retail environment which includes both sales floor and warehouse/stockrooms. This position works mostly with cash registers, clothing racks, retail fixtures, furniture carts and dollies.

## **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
- Ability to lift up to 40lbs.

## **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.