



**Position:** Hope's Closet Lead

**Reports to:** Assistant Store Manager

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

**Classification:** Full-time – 40 hours weekly

**Location:** Arlington

**Organization:** Hope's Closet

## Objective

To support and lead daily operations while providing excellent customer service and keeping focus on The Church of Eleven22 and Hope's Closet's 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 and providing excellent customer service to our donors and customers
- Support with executing merchandising and donations processing goals
- Assist in training, coordination and supervision of customer experience and donations staff and serve staff based on store's daily, seasonal and ministry opportunities
- Lead the team in the absence of the Assistant Manager – zoning staff, following up on daily tasks, incident reporting, cash office support, etc.
- Help create an inspiring team environment through setting and celebrating team goals, promoting open communication and demonstrating proactive and productive work culture
- Maintain organization and assist in inventory tracking
- Perform opening and closing procedures
- Weekend and holiday hours are a must.
- Must be able to lift a minimum of 50 pounds

## Competencies

- Model The Church of Eleven22 mission, vision and core values
- Demonstrate ability to make disciples who make disciples
- Strong, proactive communication (verbal and written) and interpersonal skills
- Possess strong organizational, planning and problem-solving skills
- Staying focused on daily and weekly tasks
- Team communication
- Ability to work in a fast-paced work environment
- Ability to be forklift certified (in-house certification available)



## **Education and Experience**

- Completion of a high school diploma required
- 2-3 years of relevant work experience, including retail or warehouse experience
- Experience operating cash registers and handling of money required

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

This is a full-time position. Days may vary by week due to needs of the 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 in the donation department which uses equipment like hand carts, dollies, ladders, rolling carts and rolling racks.

## **Physical Demands**

This is an active role that requires the ability to stand or walk on concrete flooring for prolonged periods of time; bend, lift, grasp, reach, push and pull materials; walk on uneven surfaces, ladders and stairs and lift up to 50 lbs.

## **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.