

The REAL DEAL Store Manager – Job Description

Position: The REAL DEAL Store Manager

Employer: Rideau Environmental Action League

Location: The REAL DEAL Store and Environment Centre, Smiths Falls, ON

Application Deadline: Please send a resume and cover letter to Susan Brandum at sbrandum@cogeco.ca by midnight, Monday, Feb. 22, 2010.

Start Date: ASAP

Terms: Part-time, three days per week – Thurs., Fri. and Sat. \$360/week, three prorated weeks vacation, including Christmas week. Three-month probation period.

Position Summary

The Rideau Environmental Action League, a 20-year-old, non-profit, community environmental organization based in Smiths Falls, owns and operates The REAL Deal Reuse Store. The store, which is three years old and in a period of growth, diverts materials from landfill, receiving donated goods from individuals and companies, sells them and returns the proceeds to support REAL's other environmental projects.

We are seeking an experienced store manager who takes initiative, is creative, familiar with home renovation, experienced in supervising volunteers, enjoys a fast-paced environment, and is committed to reducing waste and protecting the natural environment. Our mission is to create a store where people reinvest in the environment, the community and the economy.

Requirements

- Commitment to the missions of REAL and the REAL Deal Store
- Available to work during store hours
- Management experience
- Retail sales experience
- Physically able to lift and stand for long periods of time.
- Experience in not-for-profit sector, particularly managing volunteers
- Computer literate
- Developed commitment to protecting the environment

Duties

The manager is responsible for managing all day-to-day aspects of the store. The manager will report to and work with the Steering Committee that is accountable to the Board of Directors of the Rideau Environmental Action League. The Steering Committee will conduct performance reviews every three months for the first year and every six months in subsequent years.

The specific goals of the position are to:

- Increase sales
- Ensure that volunteers and staff are content and want to continue working at the REAL Deal

- Ensure that goods for sale are well priced, presented, in good working order and clean.
- Ensure that customers return regularly.
- Ensure that daily cash, bookkeeping and banking are in order and comply with appropriate checks and balances.
- Ensure the local and regional markets are aware of what we are selling and what we do.
- Ensure that monthly financial, waste diversion, volunteer hours and operations reports are completed and provided to the Executive Director
- Ensure policies are followed and if appropriate that recommendations are made for revisions, including legal, health and safety, pricing, etc.
- Ensure that innovation and creativity are used to improve the overall management and success of The REAL DEAL Store
- Ensure that customers are provided opportunities to learn about REAL's environmental projects, environmental issues and are able to get basic questions answered or addressed.

Detailed Responsibilities

Primary responsibilities:

- Oversee, manage store
- Practice exemplary customer and donor relations
- Improve sales.
- Improve the quality of items donated. Establish and revise policies and practices for donation/receiving of quality, resalable materials.
- Build the renovation department of the store.
- Market store and products to local area
- Market donor opportunities to and develop partnerships with contractors, retail stores, real estate agents, funeral homes, other reuse, consignment, and auction stores, etc.
- Set a warm, welcoming tone in the store that attracts volunteers to work there, and customers to return regularly.

General responsibilities:

- Maintain a professional appearance and manner.
- Be courteous to all customers, staff and volunteers.
- Use innovation and creativity to improve the overall management, marketing, sales and success of The REAL Deal store
- Make sales.
- Maintain a clean, tidy, organized store floor and displays.
- Direct staff and customers in repurposing donated materials (some renovation, repair, handiwork background)
- Ensure that items are appropriately priced – or repriced – to generate high revenue, yet sell, by maintaining a familiarity with prices of both new and used goods (through retail store flyers, garage sales, auctions, etc.) and with the “value” of items
- Maintain appropriate health and safety conditions.
- Conduct daily cash balance, bookkeeping and banking
- Implement environmental stewardship practices within the store.

- Step into roles of receiving, sales, sorting, placing, pricing and cash as required and to retain familiarity.

(Staffing)

- Train and supervise approximately 3 – 8 volunteers and/or occasional staff
- Liaise and arrange contracts for volunteers from Ontario Works, Keyes and other programs that provide such volunteers.
- Manage volunteers including assigning tasks, scheduling, appearance and attitude.

(Other Tasks)

- Respond to customer queries about other options for diverting waste.
- Represent REAL positively to the public
- Be knowledgeable about REAL's environmental projects, accommodate them in the store and be able to address questions.
- Practice sound environmental stewardship in the store so that it is an example to customers of good stewardship.
- Recommend how an item can be repurposed to a customer

(Accountability)

- Meet with the Steering Committee as required.
- Bring any problems to the attention of the Steering Committee comprised of Susan Brandum, Barb Hicks, Dawn Quinn, Halina Shannan, and Diane Pearen.
- Report to REAL Deal Executive Director Susan Brandum on day-to-day matters.
- Receive approval before conducting media interviews.
- Oversee production of monthly cash register, diversion and volunteer hours reports for the Steering Committee
- Produce Sales and Operations Report for the Steering Committee
- Implement policies established by the Steering Committee and make recommendations on changes, including donations, legal, health and safety, pricing, etc.
- Be familiar with and practice REAL's policies.
- Perform other related tasks as requested.