

**JOY CLOSET, INC.**  
**Job Description**

**Job Title:** Retail Manager  
**Report To:** Executive Team  
**FLSA:** Non-Exempt  
**Approved Date:**

**SUMMARY:**

Joyful Consignment is a retail store that supports the services of Joy Closet, Inc. by generating income through store sales.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**RETAIL MANAGER**

*Under the direction of the Executive Team, the Retail Manager will:*

Create an environment that mirrors the values of Joy Closet.

Engage with customers, volunteers and team members in a kind and positive way through all avenues.

Maintain a knowledge of current stock.

Enhance the social media presence and engage with the virtual community on a regular basis.

Keep and maintain accurate records of merchandise (including logging, tagging, etc.) and consignment openings.

Coordinate season changeovers, purge days, store staging, and processing of merchandise.

Establish events and sales.

Keep the store neat and clean. Maintain the upkeep of the facility.

Other duties as assigned by the Executive Team.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Individual must be at least 21 years of age for employment eligibility.

**EDUCATION and/or EXPERIENCE:**

Previous retail experience preferred.

**LANGUAGE SKILLS:**

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, governmental regulations, and legal documents. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from supervisor, clients, fellow employees, and the general public.

**MATHEMATICAL SKILLS:**

Ability to calculate figures and amounts such as discounts, interest, and percentages. Ability to apply concepts of basic math and algebra. Ability to understand basic principles of accounting.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Not applicable.

**PHYSICAL DEMANDS:**

The physical demands as described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; use hand to finger, handle, or feel; and reach with hands and arms. The employee is also frequently required to stand, walk, talk or hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to focus.

**WORK ENVIRONMENT:**

The work environment characteristics described her are representative of those and employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate but may become excessive.

**COMMENTS:**

Must demonstrate:

- Organizational skills and the ability to work independently.
- Respect for the dignity and equality of all people.
- Maintenance of standards of confidentiality in accordance with Joy Closet policies.
- A positive image of the program through a high level of professionalism.
- Ability to work flexible hours and maintain a positive leadership role.
- A commitment to the client-centered/client-directed mission and philosophy of the agency.
- Adherence to all Joy Closet policies.

**HOURS, EXEMPTION & SALARY**

**Hours:**

**Exemption:** None

**Salary:**

**I have been provided a copy of my job description. I have read it thoroughly, and I understand my job responsibilities.**

\_\_\_\_\_  
 Employee Signature Date \_\_\_\_\_

\_\_\_\_\_  
 Director Signature Date \_\_\_\_\_

Joy Closet, Inc. does not discriminate on the basis of race, color, national, social, or ethnic origin, sex (including pregnancy, childbirth, or other related medical condition), sexual orientation, gender identity and/or expression, religion or belief, age, disability, marital, civil union, or domestic partnership status, or familial or parental status in employment or the provision of services. We celebrate diversity and are committed to creating an inclusive environment for all employees.