



Position Announcement: Thrift Store Director

Position Title:	Thrift Store Director
Department:	Thrift Store
Reports to:	Executive Director
Position Status:	Full-time (1.0 FTE), Exempt
Salary Range:	\$85,000 - \$95,000
Application Deadline:	Open until filled

Food. Counseling. Connection

About Us

The William Temple House Thrift Store is a long-standing and successful social enterprise that provides our organization with important earned revenue and a highly visible window on the community. The Director is directly responsible for increasing net revenue and visibility while overseeing a retail operation+ that conforms to William Temple House's vision and values.

The Director oversees a team of twelve managers, staff and numerous volunteers; sales of over \$1.3M and a budget of around \$900,000. As a member of William Temple House's Leadership Team, the Director joins a talented group that is directly responsible for our collective success and impact.

Duties and Responsibilities:

- Determine and implement *Growth* strategies;
 - Analyze current and past financial data and provide strategies that control costs and increase net revenue.
 - Establish and steward a Revenue Growth Advisory group that will serve as a connector, and a thought and accountability partner.
 - A business plan for the existing Thrift Store that maximizes net revenue available to support William Temple House's counseling and social services.



William Temple House

- Carry out or oversee market research plans to identify the most likely opportunities for further net revenue growth.
 - Implement marketing strategies in support of new opportunities.
- Advance a data-informed culture of continuous improvement grounded sustainability, using inventory controls, process improvements, and digital tools to:
 - capture reuse metrics,
 - reduce landfill waste,
 - track revenue trends, and
 - grow mission-aligned net revenue.
- Determines and maintains strategies for *Store Operations* including:
 - Receiving donations
 - Store appearance, layout and signage
 - Sales Events
 - Stock levels and rotation of merchandise
 - Cash handling
 - Daily, weekly, monthly and yearly financial and operation reports
 - Adhering to all safety procedures and rules.
- Responsible for *Personnel* issues including:
 - Advertising and screening candidates for available employment opportunities, and implementing established hiring procedures.
 - Supervising the management team and providing periodic feedback and performance reviews in accordance with the Employee Handbook.
- Work with the *Volunteer* Director to:
 - Increasing volunteer opportunities within the store.
 - Ensure a positive volunteer experience.
 - Ensure that volunteers are appropriately trained and onboarded.
 - Ensure that volunteer hours and records are accurately reported.
- Interacts with *Customers* to:
 - Ensure a positive shopping experience, while enforcing policies and procedures of the William Temple House Thrift Store
 - Resolve customer dissatisfaction and complaints



- Attends meetings as required.
- Other duties as assigned

Management, Administration, and Fundraising

- In coordination with the Deputy Executive Director of Finance and Operations, create, manage, and administer the annual Thrift Store budget.
- Oversee the methods, collection, and reporting of retail store outcomes and incorporates into continuous retail store improvement.
- Supervise and conduct regular performance reviews of staff and volunteers.
- Oversee and participate in strategies to retain staff and volunteers and engage them in supporting and serving as ambassadors for the program after they leave.
- Collaborative and participatory management approach that effectively engages staff and volunteers in developing and implementing strategy and overcoming operational challenges.
- In collaboration with the Leadership Team, help lead diversity, equity, and inclusion planning and implementation.
- Represent the Thrift Store and organization in the community, ensuring effective partnerships and referral relationships.
- Collaborate with the Director of Development and Leadership Team members to promote Thrift Store visibility.
- Maintain a positive attitude toward and effectively collaborate with the full WTH team.

Skills and Experience:

- Demonstrated experience creating and leading successful small businesses in the Portland area (or similar markets).
- Experience effectively managing teams and budgets similar to the Thrift Store.
- Demonstrated commitment to the mission and values of William Temple House.
- Sound business analytics and business development skills.
- Proven financial analysis skills
- Knowledge of the retail market, especially the Thrift/Second Hand market and/or social enterprise is strongly preferred.
- Ability to effectively research new markets
- Proven project management or grants management skills
- Creativity and problem-solving skills
- Excellent written and verbal communication skills



- Analytical and detail-oriented
- A collaborative leadership approach that effectively engages and empowers team members at all levels.

Reports to:

- Executive Director

Collaborates closely with:

- Development and Communications Team
- Revenue Growth Advisory Committee
- Director of Volunteers
- Leadership Team

To Apply:

Please send your cover letter and resume to our hiring manager at thomas@mntexecutivesearch.com.

Equal Opportunity Employer

We are an Equal Opportunity Employer encouraging applications from people of color, immigrants, LGBTQ people, women, and people with disabilities. The board and staff believe they can meet the organization's mission only with a diverse range of members, employees, and participants who actively cultivate a culture of equity and belonging.