



Job Title: Store Manager for Legacies Upscale Resale

Reports To: Cancer Support Community's Executive Director

Position Summary:

The Retail Store Manager is responsible for the overall performance and success of the store, ensuring operational efficiency, exceptional customer service, and profitability. This role is vital in supporting the store's mission to raise funds for the **Cancer Support Community**, an organization dedicated to providing free support services to individuals and families impacted by cancer. By leading the store's operations and fostering a community-focused atmosphere, the Store Manager ensures that every aspect of the store contributes to this meaningful cause.

Key Responsibilities:

1. Leadership and Team Management

- Recruit, hire, train, and develop a team that is passionate about the store's mission to support the **Cancer Support Community**.
- Inspire and motivate staff to excel in their roles while understanding the impact their work has on the broader community.
- Conduct regular performance reviews, provide constructive feedback, and address employee concerns or conflicts in alignment with the mission.
- Schedule and delegate tasks effectively to ensure smooth and efficient store operations.

2. Sales and Customer Experience

- Drive sales to maximize funds raised for the **Cancer Support Community** by creating an engaging and welcoming physical and digital shopping environment.
- Educate customers on the store's mission and how their purchases directly support individuals and families affected by cancer.
- Handle escalated customer concerns with professionalism, ensuring a positive and mission-driven experience.
- Set and achieve sales goals while promoting the mission of the store to both customers and staff.

3. Operational Excellence

- Oversee day-to-day store operations, including opening and closing procedures, cash handling, and compliance with policies and procedures.
 - Create policies and procedures as well as an Operations Manual.
- Maintain a clean, organized, and visually appealing store environment that reflects the community-focused mission.
- Manage inventory, ensuring stock levels align with customer demand and store objectives.
- Enforce safety and loss prevention protocols, ensuring the store operates ethically and efficiently.

4. Financial and Fundraising Management

- Manage the store budget, focusing on maximizing contributions to the **Cancer Support Community** while controlling operational expenses.
- Reconcile daily financial reports, including sales and donations, and ensure accurate bank deposits.
- Develop creative fundraising initiatives to increase store revenue and build awareness of the **Cancer Support Community's** programs and services.

5. Community Engagement and Advocacy

- Serve as an ambassador for the **Cancer Support Community**, sharing its mission and vision with customers, staff, and the broader community.
- Plan and execute events, promotions, and partnerships that enhance awareness and generate additional support for the cause.
- Build relationships with volunteers and community members who contribute their time and resources to the store's mission.

6. Strategic Planning and Growth

- Analyze sales trends and customer feedback to identify opportunities for growth and improvement that align with the mission.
- Collaborate with the **Cancer Support Community** leadership team to ensure store operations reflect the organization's values and goals.
- Propose and implement strategies to increase the store's impact on fundraising efforts.

Qualifications and Skills:

- **Education:** High school diploma or equivalent required; a bachelor's degree in business, management, or a related field is preferred.
- **Experience:**

- 3-5 years of retail management experience, with a passion for working in mission-driven or nonprofit environments preferred.
- Proven track record of achieving sales targets and leading successful teams.
- **Skills:**
 - Strong leadership and team-building skills with the ability to inspire mission-driven work.
 - Excellent communication, problem-solving, and decision-making abilities.
 - Financial acumen, including budgeting and P&L analysis.
 - Proficiency in POS systems, Microsoft Office Suite, and familiarity with nonprofit fundraising techniques.
- **Physical Requirements:** Ability to stand, walk, and lift up to 50 lbs. during shifts.

Compensation:

Salary \$60,000- \$70,000/year
 Bonus potential

Benefits

 Medical Insurance ½
 Dental Insurance ½
 Vision Insurance

*Email resume and salary requirements to Kelly Schoen @ kschoen@cancer-support.org

Cancer Support Community Greater Cincinnati-Northern Kentucky is an EOE. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin. We are an Equal Opportunity Employer and strongly encourage a diverse pool of candidates to apply.