

Retail General Manager

Second Chance, Inc., a not-for-profit social enterprise, is seeking a Full-Time Retail General Manager to join its team. You and your management team will be responsible for selling reclaimed materials from deconstructed houses and donated furnishings in our 200,000 s.f. showroom/warehouse. The primary role of the Retail General Manager is to oversee all aspects of the retail operations – staff, customers, physical plant, merchandising/display, safety. You'll manage the Retail Management Team, all of whom are responsible for managing, leading, developing, and motivating retail operations staff while meeting or exceeding sales goals and cultivating customer delight.

Committed to the "Triple P" of people, planet, and profit, Second Chance provides training and employment opportunities for people re-entering the workforce, diverts tons of reusable building materials and furniture from the landfill, and does it all in a financially sustainable way. Second Chance enjoys several lines of business -- deconstruction services, retail operations, and property management, so the professional joining our team would enjoy a very dynamic environment.

Essential Duties and Responsibilities:

- Oversee the operations of Retail Showroom/Warehouse
- Accountable for efficient and productive results (merchandise and operations)
- Foster an atmosphere of continual improvement amongst all team members
- Maintain and develop a retail image commensurate with market conditions
- Maintain a safe workplace for all retail staff, volunteers and customers
- Train and coach all members of retail team
- Plan and develop season change merchandise layout
- Develop and implement new retail techniques to increase customer traffic
- Resolve customer problems and complaints
- Attend all staff meetings and trainings
- Maintain and promote good morale through training and evaluations
- Perform other duties as assigned

Education and Experience Requirements:

- Minimum of 2+ years of post-high school education with course emphasis in Business Management/Merchandising preferred
- 5 years retail management experience – “big box,” “white goods” or home furnishings experience highly preferred
- Demonstrated ability to coordinate operations of various functions
- Excellent communication skills, both written and verbal – able to communicate across all constituencies
- Ability to make decisions and work well under reasonable pressure
- Microsoft Office and Point-Of-Sale software experience required

The salary for this full-time position depends on experience.

Please learn about us and follow the instructions on HOW TO APPLY for this full time position at: <http://www.secondchanceinc.org/employment-opportunities>.

No phone calls, please. Second Chance is an Equal Opportunity Employer.