

Shop Manager The Hanger at Tustin Job Description

It's all about building sales! If you're an individual with extraordinary knack for connecting with people and engaging them in meaningful ways, here's your opportunity to showcase your expertise and find true job satisfaction within a company that fosters a true "work hard, play hard" culture...

Welcome to Working Wardrobes, a non-profit organization dedicated to providing a path for adults in crises to reenter the workforce—in style! Part of the financial support for the organization comes from a chain of three resale boutiques. We're now seeking a high-touch and high-tech Shop Manager for our location in Tustin. The Manager's role is to provide the welcoming voice to customers, donors and Fashion Board volunteers, connect with the organization, build collaborative partnerships, recruit and train volunteers to meet the shop's sales goals. With a welcoming, friendly voice and razor-sharp attention to details, you'll not only handle the day-to-day operations of a busy shop, you'll also add value by providing the marketing and administrative support necessary to running a top performing operation.

The challenge? Keeping customers in the loop about marketing promotions, building sales to meet weekly/monthly goals, juggling schedules of busy Fashion Board volunteers, selecting the right mix of merchandise and handling the myriad details to ensure that customers find a connection that becomes the start of a valuable relationship. You will empower and motivate our Fashion Board volunteers to fully align with our mission; you will invite them on a journey that will allow them to discover their own best potential and, at the same time, be the impetus to build sales!

Your Rewards

With challenge comes opportunity, and you'll find that our environment is ripe with a variety of tangible and emotional rewards including:

- **Ability to make an impact**—Every day offers many opportunities to showcase your creativity in making connections with customers, donors and Fashion Board volunteers – finding the talent and gifts needed for your shop. At the same time, you'll acquire knowledge about Working Wardrobes' programs and services that have all the "bells and whistles" to encourage and engage people. Blending the message about Working Wardrobes with your customers' desire to shop smart is a great opportunity – they'll learn they are also supporting a great nonprofit organization with their purchases.

The work we do is exciting with an emotional component that truly changes lives and this role will go a long way in cultivating relations with donors and volunteers who will impact our growth and reputation in the marketplace for years to come.

- **Challenge & variety** – this is not your average nine to five job because it's the world of retail; you'll be required to work evening and weekend events and each day will bring an exciting stream of unique challenges, allowing you to flex your mental agility as you evaluate how to best handle each customer, juggle management details, merchandising and display changes, constant contact with customers, etc
- **Career development** -- you'll help shape your own role moving forward depending on your willingness to learn new functions and responsibilities. A series of professional development workshops is provided for Working Wardrobes staff.
- **The "best of two worlds"** -- we offer the stability of an established business, with over 18 years of success, as well as a highly entrepreneurial, fun culture that rewards innovation and

initiative. Our Manager needs to be active in the community, understand how to market in the shop's trade area and be willing to aggressively make connections that will benefit the shop and Working Wardrobes.

- **Empowerment** – while we have sales goals in place, you'll enjoy considerable autonomy in figuring out how best to meet the needs of your customer base

Position location: Tustin
Travel Requirements: To Costa Mesa for inventory pick ups and meetings
Status: Full-time regular
Must have a flexible schedule during store hours
Store hours are Monday-Saturday 10 a.m. to 6 p.m.,
Thursday until 8 p.m.

Reports to: VP of Client Services

ESSENTIAL JOB FUNCTIONS

- Build sales and exceed goals with great customer service interaction
- Provide management skills to ensure outstanding customer service, shop merchandising, daily/weekly report accuracy/timeliness
- Strong organizational skills - ability to prioritize, follow up and use good time management skills, detail oriented
- Understand financial management tools needs, ability to read P & L and to use current POS system
- Prepare daily/monthly sales reports
- Price merchandise
- Merchandise shop weekly and seasonally
- Process clothing and maintain inventory control levels

Keys to Success

- Communicate effectively with staff, volunteers and donors
- Use good judgment and be a team player.
- Possess high energy, be goal oriented, take a multi-tasking approach to the business
- Possess professional standards, be emotionally mature and use good judgment
- Take a creative approach to problem solving – and be able to move quickly
- Be detail oriented with big picture perspective
- Have a mature outlook, youthful spirit

Our Requirements

- At least five years of sales experience and three years of clothing shop management – resale or consignment experience a plus.
- Leadership skills to organize each day's workload and rally the team along a shared vision.
- Outstanding communication skills and a welcoming voice.
- Proven organizational and multitasking skills.
- A team player approach and the ability to be effective in a fast paced environment.
- Professional demeanor and positive, upbeat attitude.
- Computer and POS literacy & proficiency in Microsoft Word, Excel, PowerPoint and Outlook.
- Understanding of local store marketing and sales promotion techniques

SALARY RANGE: \$35,000+/year - based on experience

Who We Are

Working Wardrobes for a New Start is a nonprofit organization with a successful history of providing 5,000 adults emerging from life crises with the tools to get back to work every year. We facilitate job readiness workshops year-round and host annual "Days of Self-Esteem," which include motivational seminars, grooming services, wardrobe selection and career fairs that are provided to adults in 60+ shelters/programs throughout Orange County. Our Career Center features client assessment tools, life and career skills workshops, a nationally certified retail training curriculum, employment referrals with corporate contacts, internet access, resume development tools, as well as professional clothing for men and women - and more.

We are solidly an entrepreneurial nonprofit organization with 55% of our revenue generated by our business entities. Our corporate office in Fountain Valley boasts an office atmosphere that is business like, yet fun, with a focus on accomplishing an enormous amount of work each week. Our organization's values direct all of our programming efforts and include:

- Providing job readiness services in an atmosphere of dignity that enhances the lives of our clients.
- Achieving financial stability for our clients and our organization – with integrity.
- Celebrating the successes of our clients, collaborative partners, donors and volunteers.
- Partnering with corporations, educational programs, community agencies and civic partners.
- Engaging the power of volunteerism.

To learn more, please visit www.workingwardrobes.org.

BENEFITS: Flat fee paid towards Medical covered by Working Wardrobes; optional Aflac policies available to employees. Self-funded 403B also available

APPLICATION PROCESS

Please fax or email your application to Megan Harless

Fax - 714/434-2870

meganh@workingwardrobes.org

We will host a group interview for selected candidates at our Costa Mesa center and promise a outstanding experience for all.