

## **JOB POSTING – DIRECTOR OF THRIFT OPERATIONS**

### **Opportunity – Director of Thrift Operations**

The mission of the Hillcrest Director of Thrift Operations is to oversee the continued success of the Hillcrest Thrift Stores. The Director will collaborate with Vice President of Social Enterprises on daily operations and expansion plans of Hillcrest Thrift.

The perfect candidate for this position will be committed to service and embody the organization's mission. They will be a passionate advocate for our organization, our neighbors, and those in need of our services. Ideally, they are comfortable working with other faith-based organizations, ministry groups, and volunteers. The candidate will be ready to work in a fast paced, diverse, and collaborative work environment. This person must be trustworthy, confident, and comfortable making important decisions daily. Being ready on day one with experience in serving a diverse population and navigating successful retail operations is crucial.

### **Essential Duties of the Director of Thrift Operations**

- Enforce Hillcrest policies and thrift operations as outlined in the employee and thrift operations manuals.
  - Perform sales floor, processing, pricing, quality, merchandising, safety, and petty cash audits.
  - Evaluate and train thrift staff. This includes job training/coaching, employee evaluations, and performance improvement plans.
  - Enforce and approve attendance and time reporting policies.
  - Ensure that employee, volunteer, donor, and customer incidents are recorded and forwarded in a timely manner.
  - Adhere to new hire onboarding, training, and evaluation process.
- Ensure that sales and production goals are met.
- Provide training and direction to staff and volunteers for maximum efficiency in operating the store daily.
- Keep thrift expenditures within the budget.
  - Approve monthly credit card receipts for managers.
  - Streamline purchasing through inventory management and using preapproved vendors.
- Provide weekly production and sales reports to VP of Social Enterprises.
- Ensure that accurate records are kept of donor, volunteer, and client transactions.
- Develop, supervise, and maintain the vehicle fleet for the timely delivery/pick-up of donations and purchases.
- Provide coverage at all thrift stores in the absence of managers or when needed.
- Ensure customers, volunteers and donors have an excellent experience.
- Respond to social media and google inquiries and comments.
- Post weekly on Hillcrest social media accounts for all stores.

- Serve in other duties, roles, responsibilities as needed by the organization to fulfill its mission.

### **Qualifications**

- A valid driver's license and ability to travel within the Kansas City Metro area is required.
- A bachelor's degree with coursework in management or business is preferred.
- Experience in retail, thrift, or non-profit is required.
- Ability to complete work in a timely, accurate, confidential, and thorough manner and to be conscientious about assignments.
- Effective verbal and written communication skills with superiors, colleagues, and individuals inside and outside the organization.
- Ability to exhibit a professional manner in dealing with others and works to maintain constructive working relationships.
- Familiarity with Windows, Office, Point of Sales, Facebook, Instagram, and Canva.

### **Additional Details**

This is a full-time position located serving at our thrift locations in Johnson County, Kansas and Jackson County, Missouri. Candidates must be willing to work in our offices daily. Typical hours for this role are 9 am – 5 pm, Monday through Friday. There will be after-hours events and activities that will require additional hours on evenings and weekends.

Salary range for this position is \$45,000 - \$65,000 annually based on experience and credentials.

[Click here to apply online](#) or visit <https://hillcrestkc.org/careers/> for more information about our organization.

*Hillcrest Ministries of MidAmerica, Inc. is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.*