

JOB POSTING – SALES FLOOR MANAGER

Opportunity – Sales Floor Manager

The mission of the Hillcrest Sales Floor Manager is to effectively manage and optimize the sales operations and performance at our Hillcrest Thrift Store. Your primary goal is to drive revenue and meet or exceed sales targets while ensuring exceptional customer service and satisfaction.

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 Sales Floor Manager

- Ensuring that each customer receives outstanding service by providing a friendly environment which includes greeting and acknowledging every customer and maintaining outstanding standards.
- Support the recruitment, training, and retention of Hillcrest Volunteers for the Thrift Store.
- Implementing and maintaining customer service standards.
- Maintaining all merchandising standards, display presentation, signing standards and monitor inventory levels.
- Planning and assigning daily goals, tasks and assignments to volunteers and staff; assuring proper completion through follow-up.
- Assisting in monitoring sales performance, through the analysis of sales reports and comparison shopping; assisting in adjusting strategies.
- Maintaining adherence to all Company policies and procedures.
- Serve in other duties, roles, responsibilities as needed by the organization to fulfill its mission.
- Assisting the store manager in making sure that all Hillcrest policies are followed by staff and volunteers.
- Assist the store manager in training staff.
- Willing to cover in all areas as needed to ensure maximum output and efficiency, including receiving, truck operations, cashiering, pricing, sorting, and leading volunteer groups.

Qualifications

- Ability to process information and merchandise through computer system and POS register system.
- Ability to communicate with employees, customers, and donors.
- Ability to read, count, and write to accurately complete all documentation.

- Ability to freely access all areas of the store including sales floor, donation center, and register area.
- Ability to operate and use all equipment necessary to run the store.
- Ability to work varied hours/days to oversee store operations. Includes opening and closing the store and working Saturday's.
- Ability to complete work in a timely, accurate, confidential, and thorough manner.
- Familiarity with Microsoft Office (Word, Excel, Teams, and Outlook) and databases.
- A valid driver's license and ability to travel to Hillcrest sites throughout the Kansas City metro area.

Additional Details

This is a full-time non-exempt position located at our thrift location in Lee's Summit, Missouri. Candidates must be willing to work in our store daily. Typical hours for this role will vary depending on opening or closing requirements, from 9:00 am – 8:00 pm, Monday through Friday and alternating Saturday's. Working at least two Saturdays per month is required. There will be after-hours events and activities that will require additional hours on evenings and weekends.

Salary range for this position is \$14 - \$18 per hour 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.