

Job Title	Manager of The Cottage Shop
Employer/ Agency	The Women's Home
Job Description	<p>Plans, organizes and directs the resale shop operations (within a rehabilitation context) to ensure revenue targets are met for the shop and resource development goals. Supervises and work closely with assistant manager, workroom/receiving manager, merchandising manager, volunteers and residents in daily operations.</p> <p>Duties:</p> <p>Resource Development/Management</p> <ul style="list-style-type: none"> • Develop and execute a yearly budget and business plan covering advertising, promotions, sales and special events • Develop plans for continuous stock supply (donations from various sources within the community). Insure that stock is merchandised and rotated for maximum sales. • Co-ordinate all large and community group donations and pick-ups • Maintain & build relationships with consignment boutiques and other retail sources and co-ordinate pick-ups from these shops • Maintain daily sales reports and monthly reports • Co-ordinate quarterly Sidewalk Sale <ol style="list-style-type: none"> a. Scheduling b. Advertising • Coordinate other special events and sales • Coordinate use of community room by outside groups • Order/purchase shop supplies as needed • Work closely with community collaborations as they arise. • Attend weekly and monthly administrative and development meetings • Update policies and procedures as necessary • Build and maintain relationships with customers • Provide meaningful analysis of sales and local market conditions to assist in strategic planning <p>Volunteer Management</p> <ul style="list-style-type: none"> • Work closely with volunteers to train them as effective members of the team <ol style="list-style-type: none"> a. Train and monitor performance in both front and back of house b. Ensure that they are appropriate with clients, staff and customers • Prepare job descriptions for volunteers • Develop committee of volunteers to increase sales and serve at special events.

	<ul style="list-style-type: none"> • Maintain volunteer records • Recognize and commend volunteers for their service regularly <p>Resident Training and Management</p> <ul style="list-style-type: none"> • Oversee the supervision and training of residents in salesmanship, merchandising, public relations and daily operations • Work closely with Vocational Department <ul style="list-style-type: none"> a. Job training site b. Evaluation of resident performance • Prepare job descriptions for residents <p>Other Responsibilities:</p> <ul style="list-style-type: none"> • Participate in the training of staff, interns and volunteers as needed • Participate in volunteer committee meetings as needed • Attend client award banquets and holiday party • Participate in agency activities as requested (all staff meetings, special events etc.). • Other duties as assigned to optimize sales and client care
Qualifications	<ul style="list-style-type: none"> • Self-motivated individual • 3 years retail management experience • Strong Sales and marketing experience preferred • Supervisory and leadership skills • Ability to relate to persons of varying ethnic, economic and educational backgrounds • Demonstrate positive, creative and effective interpersonal skills while interacting with residents, volunteers and the public (customers) • Commitment to rehabilitation objectives • Willingness to recruit and work with volunteers • Sensitive and tactful • Strong computer skills and social media experience a plus • Experience in coordinating and executing special events • The candidate must have cultural sensitivity and be mindful of communication that shows appropriate professional boundaries. • Excellent written and verbal communication skills. • Person in this position must be able to sit, stand for extended periods of time, bend, stoop and lift up to 40 lbs.
Salary/Hours	Full time, exempt

Employer/Agency	<p>All employees are expected to support the mission of The Women’s Home “to help women in crisis regain their self-esteem and dignity, empowering them to return to society as productive, self-sufficient individuals”. This is accomplished in many practical ways and by expressing in everyday work behavior our core values: Dignity – Respect for the worth of every person; Integrity – Honesty, justice consistency and ethical practice in all relationships; Inclusiveness – Diversity in those we serve, our staff and leadership; Stewardship – Wise use of talents and resources in the service of others; and Wholistic Growth – Empowering individuals to adapt creatively to changes in life.</p> <p>Through honoring these core values we seek to work harmoniously with staff, clients, donors, and the community by maintaining emotional control and diplomacy during all interactions and by communicating verbally and non-verbally in an articulate and professional manner.</p>
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Email Address	mtapp@thewomenshome.org
Application Method	Please send resume to Marcia Tapp at mtapp@thewomenshome.org .

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