

NOW HIRING

POSITION: **Store Manager**, Madison, WI

GENERAL PURPOSE: The Serrv Store Manager plans and directs the day-to-day operations of the store while developing strategies to drive store sales, increase profitability and improve customer service. The Store Manager must create and implement marketing programs that will increase sales and grow the existing customer base while controlling expenses. The Store Manager must model good customer service, assist in training sales clerks and volunteers, and maintain high store standards and conditions that foster a positive environment.

The Store Manager must be committed to Fair Trade as a method of reducing poverty as well as to the core values of Serrv. The Store Manager reports to the Wholesale Sales Manager, Director of Sales, and CEO.

CATEGORY: Permanent

PAY STATUS: Salaried

HOURS: Variable full-time schedule that will include some weekend and Holiday work.

DUTIES AND RESPONSIBILITIES:

- Determine marketing strategy.
- Develop a schedule of promotions throughout the year designed to bring in more revenue.
- Oversee product assortment and purchasing; maintain awareness of market trends.
- Promote the organization locally by liaising with local schools, media and community.
- Identify current and future customer requirements by establishing rapport with actual and potential customers.
- Respond to customer complaints and comments.
- Assure store coverage by recruiting, selecting, and training employees.
- Maintain store staff job results by coaching, disciplining and appraising employees.
- Analyze sales figures and forecast future sales; assist in preparation of annual budget.
- Manage all controllable costs to keep operations profitable.
- Maintain operations by enforcing operational, personnel and security policies and procedures.

QUALIFICATIONS:

- Retail sales experience with proven ability for sales generation
- Merchandise experience
- Basic clerical and computer skills (Windows, Word, Excel)
- Basic understanding of accounting principles
- Experience with inventory control, hiring and managing staff

TO APPLY:

Please submit cover letter and resume to sarah.wilcox@serrv.org. No calls please.