



Job Description

Hidden Gems, Assistant Manager

Position Description

Part-time, hourly, 20 hrs. a week with great potential to expand

Hours: Flexible, Tuesday-Saturday with potential to expand to an evening

Background check before hire

Probationary Period: 90 days or less from date of original hire

Reports To: Hidden Gems Manager

CareNetworkCR and Hidden Gems Overview

CareNetworkCR connects those individuals in need to a faith community, providing a way for the Church to make significant long-term and even eternal differences in the lives of people in our community. This is accomplished through our Connection Center where referral calls are verified, and a manageable, unduplicated care plan is created through both community resources and unique church resources.

Hidden Gems is an extension and vital component of ministry for the community, donors, volunteers and our callers.

Key Responsibilities include relational leadership with volunteers and donors, support to Manager and store operations and revenue growth.

- Help cultivate a positive, collaborative work environment, encouraging teamwork and professional growth.
- Support in merchandising, pricing, and display of donated items to attract customers and maximize sales.
- Sales and Customer Service: help drive sales performance to meet revenue targets and advocate for CareNetworkCR's mission.
- Assign tasks to volunteers, ensuring productivity.
- Ensure exceptional customer service, addressing customer inquiries, and resolving issues promptly.
- Assist Manager in recruiting, training, supporting, and celebrating volunteers.
- Support Operations Management
 - Support daily store operations, including opening and closing procedures, cash handling, and inventory control.
 - When Manager is absent, availability and confidence to lead operations and volunteers.
 - Promote efficient processes for sorting, pricing, and stocking donated items while ensuring the store is clean, organized, and safe for customers and volunteers.

- Ensure compliance with organizational policies and procedures.
- Community Engagement
 - Support Manager in building and maintaining relationships with local businesses, community organizations, and donors.
 - Engage with community groups and organizations to promote volunteer opportunities.
 - Promote the store and its mission through community outreach, events, and marketing initiatives.
- Qualifications: Education and Experience - Bachelor's degree in Business Administration, Retail Management, or a related field preferred.
 - Minimum of 2 years of retail management experience, preferably in a resale or non-profit environment.
 - Experience in volunteer management and community outreach is highly desirable.
 - Skills and Competencies - Strong leadership and team management skills.
 - Excellent customer service and interpersonal communication skills.
 - Ability to work independently, prioritize tasks, and manage time effectively.
 - Experience in Microsoft Office Suite, Google, Square and other retail management software or desire to learn software.
 - Strong organizational and problem solving skills.

Other Requirements

Agree with and be willing to uphold the Statement of Faith and the policies of CareNetworkCR.

For more information about this position or to schedule an interview, please contact Kindra Schnell, Hidden Gems Manager at 319.200.0052 or Email letter of inquiry and resume to: kindras@carenetworkcr.org