

POSITION DESCRIPTION

Position Title:	Op Shop Business Development Manager (Part-time) starting at 20 hours per week with the view to growing Op Shop Sales and outlets to a full time position.
Department:	Anglican Op Shop
Location:	26 Brisbane Road, Labrador
Reports To:	Church Executive
Direct Reports:	Parish Administrator
Key Relationships/Interactions:	Labrador Op Shop Manager and Oxenford Volunteer Manager
	GCN Parish Council

Position Statement / Overall Purpose:

This role's overall purpose is to manage and be responsible for developing the sales base of the Labrador store, work alongside the current Manager of the Labrador Store and the volunteer Manager at the Oxenford Store; grow both Businesses' sales and be the driving force in opening a third Op Shop.

The Op Shop Development Manager will work in accordance with the values and ethos of Gold Coast North Anglican Church, adhere to the Code of Conduct and support the operations of the Church through its Commission or Agency by providing guidance and advice within this position's specialty area.

Position Specific Requirements & Qualifications:

1. Previous experience managing retail apparel store (minimum 3 years) and a proven track record of providing extraordinary customer service
2. Have a keen eye for visual merchandising and styling
3. Have experience in managing a team of volunteers
4. Be organized and reliable
5. Be a highly motivated team player
6. Be able to work unsupervised and as required
7. Competent use of a computer and knowledge of Microsoft Office
8. Hold a current Bluecard and be willing to undertake a Safe Ministry Check
9. Be willing to obtain a First Aid Certificate
10. Have a good understanding of WHS in the workplace
11. Have a current Class C driver's licence, mobile phone and email

Key Selection Criteria:

1. Be a committed Christian
2. Be exceptionally well presented and dependable
3. Honesty
4. Punctuality
5. Have outstanding written and verbal communication skills
6. Ability to lead and serve others
7. Have a sense of humour

Key Accountabilities and Responsibilities:

1. Accountability: Sales and Service

Responsibilities:

- Be a team builder and constantly strive to achieve and exceed store budgets and manage controllable expenses
- Provide and maintain high levels of customer service
- Manage and train volunteers, including the rostering of staff
- Organise and delegate tasks to volunteers to ensure smooth operation
- Maintain a high level of store, and stock presentation and cleanliness
- Maintain a high standard of personal presentation within the store team
- Ensure all sales are accurately recorded and processed, Eftpos is encouraged and sales are banked
- Manage customers feedback and complaints as required
- Assist in the procurement, sorting and pricing of stock
- Advise and recommend store improvements and have the ability to implement them

2. Accountability: Expand Op Shop Potential

Responsibilities:

- Undertake the amazing opportunity to explore the multiple options of opening GCNA's third Op Shop and bring it to fruition.

3. Accountability: Online Development

Responsibilities:

- Implement an online presence through Facebook, Gumtree and eBay etc.

4. Accountability: Mission

Responsibilities:

- Ensure that the Op Shops are continually developed as a Mission Space for the church

5. Other Duties and Requirements

- Report weekly and meet fortnightly with the Parish Administrator.
- Undertake own work practices in a safe manner and comply with the instructions given for workplace health and safety within relevant Policies and Procedures;
- Do not, during or after employment, disclose information relating to residents, clients and staff or damage the reputation, viability or profitability of the Anglican Church Southern QLD.
- Your responsibilities also extend to any tasks outlined on a duties list, or any other tasks delegated to you by your manager/supervisor, provided that those new job requirements are safe, efficient, relevant, legal and within your abilities.