

# TC RESALE & DONATION CENTERS PACIFIC NORTHWEST CENTERS JOB DESCRIPTION

**Position:** E-Commerce Store Manager

**Salary Range:** Open      **Vacation:** See “Staff Policies and Procedures Manual”

**Selection Procedure:**

The selection process shall consist of an oral interview weighed 50 percent and evaluation of educational, work related and training experience weighed 50 percent.

**General Statement of Adult and Teen Challenge Pacific North West Ministries:**

The Mission Statement of ATCPNW proclaims we endeavor “*to help people become mentally sound, emotionally balanced, socially adjusted, physically well, and spiritually alive. Teen Challenge shall endeavor in its efforts to help people by enriching their lives with actual work experience to enable them to become profitable members of their community.*” The E-Commerce Store Manager is responsible for the stewardship of a fundraising component of ATCPNW as well as an overseer of individuals seeking to live out the reality of a changed life. This requires an individual who understands sound business practices as well and the need to implement the policies and procedures developed for TC Resale & Donation Centers and the students who work in them. E-Commerce Store Managers must be individuals who can pursue the successful running of a business but keep in balance the needs of ministry.

**General Statement of Duties & Responsibilities:**

Position requires specific responsibilities for:

1. Planning, development, implementation and administration of the e-commerce store retail sales segment;
2. The acquisition, purchasing, inventorying, merchandising, pricing, maintenance, repair, storage and management of required items utilized in conjunction with the e-commerce store retail sales operation;
3. Assisting the Area Manager in planning and budget preparation for the e-commerce store;
4. Preparing of statistical data reports as required;
5. Participating with other store managers formulating and effecting management policy and procedure in meeting, conference call, committee formats;
6. Overseeing student, intern, and staff participation in e-commerce store retail sales daily work experience assignments.
7. Receiving, logging, storing, categorizing all items to be sold on e-commerce sites;
8. Researching, preparing, photographing, and listing items across multiple e-commerce platforms used by TC Resale and Donation Centers;
9. Accountable to revenue and expenditures goals for the e-commerce business unit;
10. Partner and communicate with brick and mortar Store Managers to increase profits for both business units

This position entails a working material style function - includes lifting, bending, standing, sorting, marking, displaying and cleaning that will exceed 50% of the employee’s time.

**Supervision Received:**

The employee works under the direct supervision of the Area Manager who determines goals, assigns work and reviews performance for overall effectiveness through reports, observation and conferences.

This employee shall exercise a high degree of independent decision and judgment in relation to scope of duties and responsibilities.

**Supervision Exercised:**

Exercises full supervision of the e-commerce store retail sales component and other areas of designated responsibility, including participation in the selection of new personnel, training, performance evaluation, responding to grievances and

disciplinary problems. Supervision of other program employees, volunteers, interns and students could be a regular responsibility of this position.

**Examples of Principle Duties:** (Examples do not cover all duties that will be performed).

1. A thorough working knowledge of all program policies and procedures relative to assigned scope of duties and responsibilities included in the ATCPNW “Staff Policies and Procedures Manual”, “Crisis Manual”, and the “Student Manual”
2. Possess good standards of personal hygiene and a clean neat appearance including prescribed standards for hair and dress.
3. Acts as primary liaison for contacts with persons regarding the ministry of ATCPNW and the e-commerce store component.
4. Plans, assigns, reviews and coordinates staff, volunteers, interns, and students daily work schedule for the e-commerce store retail sales component.
5. Assembles data and prepares regular and periodic reports pertaining to the work and overall effectiveness and management of the e-commerce store retail sales component.
6. Responsible for inventory, maintenance, repair, purchasing and storage of the following: a) tools; b) equipment; c) marking and pricing supplies; d) job materials and supplies; e) donations, etc.
7. All responsibilities of the e-commerce store retail sales component,
8. Accounts for income items and deposit of revenues (cash, checks, money orders, etc.) produced from day to day e-commerce store retail sales.
9. Preparation of job task performance evaluations for each employee, volunteer, intern, and student are required.
10. Promotes job safety among workers.
11. Prepares annual budget requests in accordance with program component planning and available resources.
12. Oversees donation pick-up and delivery processes.
13. Oversees sorting processes and pricing of merchandise.
14. Works to enhance intern and students job skills and work ethic.
15. Researching, preparing, photographing, and listing items across multiple e-commerce platforms used by TC Resale and Donation Centers
16. Other related work as required.

**Recruiting Requirements - Knowledge, Skills and Ability:**

1. A working knowledge of the methods and practices of supervision and the ability to carry them out;
2. Working knowledge of administrative procedures and the ability to apply those principles.
3. Working knowledge of administrative record keeping procedures and accounting principles and practices;
4. Considerable ability to work harmoniously with other staff personnel and supervise the work of subordinate employees;
5. Ability to communicate effectively in both oral and written form;
6. Emotional maturity,
7. Professional objectivity and the ability to act in a Christian manner; and,
8. The ability to carry out recommendations and directives of the Area Manager

**Experience and Training:**

1. Graduation from high school,
2. Business experience in retail sales, or Experience that enables an individual to effectively manage, oversee and operate an e-commerce store,
3. Effectively interact, work with and supervise staff, volunteers and students participating in the e-commerce store's day to day operations.

**Special Requirements:**

Possession of, a valid driver's license in State of residence.