

The Wardrobe Boutique
Job Description and Posting – 6/09

Title: Store Manager, The Wardrobe Boutique
Supervisor: Executive Director – The Career Wardrobe
Supervises: Assistant Manager, Sales Associates, Volunteers/Interns

Application Procedure: Send a letter of introduction and resume with salary requirements to:
Sheri Cole, Executive Director
The Career Wardrobe
1211 Chestnut Street, Suite 205, Philadelphia, PA 19107

NO PHONE CALLS OR EMAILS PLEASE

Overview: The Wardrobe Boutique is an upscale recycled clothing boutique that benefits The Career Wardrobe, the nation's largest independent, community-based organization that assists women transitioning to work by providing professional clothing and career education. The Store Manager will oversee all aspects of operating and marketing The Wardrobe Boutique.

Store Management

- Fosters a warm, friendly and positive work atmosphere consistent with The Wardrobe Boutique and The Career Wardrobe mission.
- Manages all aspects of running the store, including volunteer and intern management, recruitment and training in partnership with Assistant Manager.
- Collaborates with The Wardrobe Boutique Advisory Board, Career Wardrobe Executive Director and volunteers to set and carry out store priorities.
- Responsible for setting and overseeing store schedule with paid staff and volunteers.
- Partners with Executive Director on staffing, employee relations, compensation, benefits, leaves of absence, employee status changes and performance reviews.
- Trains, motivates and leads store team.
- Facilitates the annual performance review process for store team and provides regular feedback to team members.
- Ensures adherence to policies and procedures.
- Communicates store-specific needs or feedback to Career Wardrobe leadership.

Sales and Customer Service

- Creates a warm and inviting atmosphere for our customers.
- Leads by example on the selling floor by providing excellent customer service.
- Has excellent product knowledge, wardrobing and customer service skills, and is able to train store staff with this knowledge.

Inventory Control

- Sort and prepare donated or purchased inventory for reselling.
- Maintains inventory records and runs regular reports of inventory status.
- Manages any inventory received on consignment or purchases for reselling.
- Determines intervals for items to be marked down to promote sales and ensure inventory is kept fresh.
- Understands and manages inventory shrinkage, including training paid and unpaid staff on factors that affect inventory.

Marketing & Management

- Maximizes store sales through excellent customer service and community outreach.
- Organizes on-site events and sales to promote The Wardrobe Boutique image and sales in the community.
- Partners with Promotion and Marketing Committee and Career Wardrobe leadership to maximize opportunities to build The Wardrobe Boutique and Career Wardrobe brand in the local community.
- Implements The Wardrobe Boutique's visual merchandising concepts in a timely fashion in partnership with Career Wardrobe leadership.

Daily Operations and Procedures

- Ensures the Assistant Manager is prepared to manage all aspects of the store's business in the Store Manager's absence.
- Partners with Career Wardrobe and The Wardrobe Boutique leadership to address any operational issues or questions.
- Manages controllable expenses such as payroll and petty cash.
- Supervises staff and volunteers in implementing computer operation correctly and requests additional training as needed.
- Responsible for cash register reconciling at end of each shift and cash/credit deposit at end of every day.
- Responsible for weekly reports of sales numbers and store incidents to the Executive Director.
- Maintains store neatness including overseeing daily cleaning and preparation for store opening.
- All and any other duties as assigned.

Qualifications:

- Attention to detail, ability to work independently and manage an effective team.
- Excellent interpersonal skills, ability to work with diverse populations and previous volunteer management experience.
- Prior experience in retail sales and management. Resale store experience a plus.
- Computer literate, especially with credit/debit processing, inventory control software and MS Excel spreadsheets for reporting and tracking inventory.
- Physical ability to work an 8-hour shift with moderate physical labor involved (i.e. lifting boxes, standing for long periods of time, tagging and sorting donations, arranging floor and window displays and cleaning)

Compensation: \$25,000-30,000 (Depending on experience - Exempt Status)

Schedule: Tuesday-Friday (11am-7pm), Saturday (10am-6pm), Occasional Sundays and Mondays. Boutique will be open most major holidays.

Benefits: Full-time employees eligible for health insurance, prescription coverage and dental insurance with 22% premium co-pay. Other benefits include: long and short term disability insurance, life insurance, 403b retirement savings plan and paid time off.

The Career Wardrobe is an equal opportunity employer.