**Director of REtail Operations & Communications**

**Full-Time**

**FSLA STATUS:** Exempt

**REPORTS TO:** Executive Director

**JOB SUMMARY:**

The Director of REtail Operations and Communications oversees the operations in regards to promoting visitor engagement and retail sales through conversion of donated materials into revenue for Resource Depot. Ensures excellent visitor and donor relations by developing and executing strategies to provide a top-notch visitor and shopping experience.

***GENERAL DUTIES & RESPONSIBILITIES:***

* Oversees Resource Depot’s shopping program, identifying opportunities for growth, and executing tactics to increase sales in Marketplace, TreasuRE and other sales channels through directing acquisition, organization and creative merchandising of quality material donations.
* Provides training, support and supervision to the REtail Specialist and REtail Associate. Ensures daily processes and procedures are completed with a high level of accuracy, efficiency and customer service.
* Oversees on-boarding of and general communication with volunteers, connecting them to appropriate operational areas based on skill and interest. Provides direct training and supervision to retail-oriented volunteers.
* Oversees material donation inquiries, including monitoring the Donation Appointment system, to ensure the items being received meet the strategic objectives of Resource Depot’s collection and distribution goals.
* Maintains Resource Depot’s contact list of shoppers, seeking and identifying potential for growing individual and corporate support and engagement.
* Monitors and reports on monthly goals for Retail Shopping Program per annual budget and strategic plan.
* Reconciles daily cash drawer report and prepares weekly bank deposit.
* Ensures that core themes and messages are delivered consistently to visitors/shoppers in a manner that is in keeping with the Brand of Resource Depot through support of external communication of community and retail events. Contribute to the production of items such as e-newsletters, social posts, flyers, and signage.
* Assist in the coordination and implementation of fundraising, outreach events or special projects at Resource Depot as needed.

**SCHEDULE:**

This is an exempt, full-time position with a reporting schedule built around current shopping days, Tuesday-Saturday. Schedule may vary occasionally due to special events/programs outside of normal business hours.

**WORKING CONDITIONS:**

* Location of work is primarily in Materials Marketplace & TreasuRE
* Must be able to work a schedule which will include work hours scheduled in the evenings and weekends
* Occasionally physical effort will be required to move objects, sometimes greater than 60 lbs.

**QUALIFICATIONS:**

* Bachelor's degree. 2+ year’s work experience with retail/customer service experience.
* Working knowledge of various marketing and sales platforms (i.e. Facebook, Instagram, Canva)
* Experience with Square register system preferred.
* Previous experience with non-profits a plus.

The ideal candidate will be an enthusiastic individual with retail/customer service experience and working in a setting which engages with the public. The candidate should work well as part of a team and also be friendly, self-directed, creative, conscientious, dependable, and organized. Candidate must possess the ability to multitask and work well with a variety of personalities. Strong communication skills (both written and verbal) are required. Intermediate level of proficiency with computers and Social Media platforms is also necessary. Experience with POS Systems/Square Register a plus. Must possess a valid driver’s license and good motor vehicle record. Commitment to mission of Resource Depot is valued.