



## Retail Supervisor Job Posting

**Title:** Retail Supervisor

**Work week:** Full time, weekdays and some weekends and evenings

**Wage range:** \$20.00 - \$22.00 per hour and paid time off (PTO)

**Reports to:** Center Operations Manager

**Direct Reports:** Reuse Specialists and volunteers assigned to retail team

### Who We Are

Austin Creative Reuse (ACR) is a 501(c)(3) nonprofit organization. Our mission is to foster conservation and reuse through creativity, education and community building. We opened Austin's first creative reuse center in September 2015. In our center, we collect, process and re-sell gently used creative materials donated from individuals and businesses. To date, ACR has diverted more than 2.5 million pounds of usable creative materials from the landfill and hosted hundreds of workshops and community events to promote creative reuse. Learn more at <http://austincreativereuse.org/>

### What We Offer

- Fun, creative and collaborative environment working with a team that's passionate about reuse and creativity
- Training, professional development and opportunities to grow based on your interests and skill sets and ACR's organizational needs

### What You'll Do

ACR's Retail Supervisor is responsible for leading the day-to-day operations of our retail team and space, where we sell processed donations of gently used creative materials to the community. They serve as the Manager-on-Duty for Reuse Specialists and volunteers assigned to the retail space, identifying and assigning key tasks for the day. They help ensure that shopping with ACR is a positive experience that keeps our shoppers, donors, educators, artists and others coming back and wanting to engage deeper with our community. ACR's Retail Supervisor is friendly, enthusiastic and knowledgeable about ACR and our mission.

### Primary Responsibilities (include, but are not limited to):

#### Retail Operations

- Responsible for daily operations of retail space at our Creative Reuse Center, including maintaining a clean, safe, welcoming and productive retail environment

- Ensure all shoppers and other visitors receive excellent customer service in their interactions with our center; actively problem solve customer issues as they arise, escalating to the Center Operations Manager, as needed
- Be available and visible to customers, visitors, volunteers and staff by spending time on the retail floor
- Respond to inquiries from various stakeholders received in person and via phone or email
- Responsible for daily cash management at point-of-sale and back office, and day-to-day implementation of all internal financial controls for the retail space
- With Center Operations Manager, oversee in-store marketing and space management, including implementing promotions and sales, visual merchandising strategies and community spaces
- Understand and be able to effectively communicate our mission and high level goals; with Center Operations Manager, develop and communicate work plans that support those goals
- Execute all functions of retail team (e.g., register, customer service, shelving) as required to meet needs of team

### Staff & Volunteer Management

- Act as Manager-on-Duty for retail team, including setting and enforcing work expectations and executing daily work plans for retail staff based on priorities and strategies identified by Center Operations Manager
- Promote a vibrant, engaging and collaborative work environment that is positive and safe for staff, volunteers, donors, customers and visitors; schedule staff to meet all critical and required needs and assist Center Operations Manager in hiring, onboarding and training of new retail staff
- Act as a point of contact for concerns, ideas and improvements; respond effectively to retail staff concerns and conflicts and escalate them to the Center Operations Manager, when appropriate
- Ensure clear, complete and continuous communication among retail staff and between retail staff and other ACR teams
- Work alongside and engage volunteers so that they feel welcome, productive and valued
- Cover shifts as needed when retail staff are absent

Other duties as assigned

### **What You'll Bring**

#### **Required Qualifications**

- Education: High School Diploma or equivalent
- Retail Knowledge: One year experience in retail management
- Financial Management: Demonstrated experience with point-of-sale systems, cash drawer reconciliation and loss prevention procedures
- Experience organizing the work of others: communicating priorities, setting and enforcing expectations and encouraging teamwork
- Ability to multi-task and to work both rapidly and efficiently
- Commitment to and ability to communicate ACR's mission
- Basic computer skills, including familiarity with Google Suite
- Ability to maintain composure under pressure and navigate workplace interactions with tact and respect

## Preferred Qualifications

- Education: Bachelor's degree or equivalent combination of education and experience
- Retail Knowledge: Two years experience in retail management with increasing responsibility
- Leadership & Management: Two years supervisory experience with demonstrated ability to train, develop and recognize talent and leadership
- Familiarity with Airtable, basic scheduling software
- Experience working with volunteers
- Ability to speak multiple languages
- Basic knowledge of or experience with creative materials or techniques

The above is intended to describe the general content of the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

## Working Conditions

- Be able to push/pull merchandise with appropriate equipment between various areas of the center and the retail floor
- Frequently lift up to 50 lbs
- Push/pull to lift and lower bay door frequently
- Lift, place, and arrange items on shelves and racks
- Bend down and reach above head
- Climb and descend stairs/ladders
- Stand and move around center during an entire shift (other than normal breaks)
- Work around secondhand goods that may contain dust and unknown allergens
- Work in a semi-climate controlled environment (will work outdoors or near open bay door/front door at various times and temperatures/conditions may vary depending upon season)

## To Apply

Please submit your resume and tailored cover letter to [careers@austincreativeuse.org](mailto:careers@austincreativeuse.org). We review applications on a rolling basis, so it is to your advantage to apply as soon as possible. We will not consider applications without a cover letter tailored to this position.

At Austin Creative Reuse, we believe that diversity makes us stronger and challenges us to think differently every day. Austin Creative Reuse provides equal employment opportunities to all on the basis of qualifications, merit and organizational needs. Learn more at <http://austincreativeuse.org>.