



You'll feel better inside.

Courtyard Manager

Department: Finance and Operations

Supervised by: Director of Finance and Operations

Supervises: Assistant Courtyard Managers, Courtyard volunteers, merchandisers, and consultants

Status: 30-40 hours/week, salaried, exempt

Summary of Position:

The Courtyard Manager is responsible for all day-to-day operations of The Courtyard, a volunteer driven donation/consignment shop supporting Wellness House.

## **RESPONSIBILITIES**

### **Retail Operations (approximately 50% of time):**

- Ensure the delivery of high-quality customer service
- Manage daily operation including sales, volunteer staffing, opening and closing, balancing sales records, cash, and all other business operations
- Collaborate with independent contractors in their performance of previewing merchandise, selection, pricing, and display
- Problem-solve consignment issues with merchandisers and implement solutions
- Manage and train volunteers and paid personnel to perform sales, office, back room and merchandising functions
- Manage facility and interface with the landlord as appropriate
- Monitor and report on all trends pertinent to profitability
- Develop and monitor the Courtyard budget. Approve Courtyard expenditures

- Daily processing of online sales and maintenance of Shopify Ecommerce website

### **Volunteer Management (approximately 20%):**

- Maintain a manual for merchandising

- Maintain manuals for key operational volunteers and independent contractors

- Work with the HR and Volunteer Manager to develop a volunteer annual plan that includes strategies to recruit, manage, steward, and recognize volunteers for the Courtyard. Share in the execution of those strategies

### **Marketing (15%):**

- Maintain adherence to Wellness House and Courtyard brand and visual identity

- Strengthen the connection between Wellness House and the Courtyard with customers, consignors, and volunteers

- Coordinate with Marketing Manager and Courtyard Advisory Board to support the overall marketing for the Courtyard

### **Leadership (15%):**

- Model for staff, and actively engage and contribute to, a healthy, stimulating, productive work environment where all constituents, participants, staff, volunteers, donors can “feel better inside”

- Develop and monitor Courtyard goals as part of the annual work plan; understand consignment and retail trends; monitor key performance indicators related to the Courtyard

- Lead the Courtyard Advisory Board and/or Committee(s) to assess and make recommendations on improving processes

- Participate in strategic planning for the organization

- With other Managers and Directors, provide input on WH policies and procedures and offer suggestions for ongoing improvements in processes. Identify and develop, as needed, new Courtyard policies and procedures

- With the finance team, prepare financial reports and distribute to key Courtyard leadership

- Serve as a fully participating member of the Leadership Team

**Other:**

- Protect organization's value by keeping information confidential
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- Perform general tasks and other duties as assigned

**-Attendance at Meetings Required:**

All Staff meetings (monthly).

Courtyard Advisory Board meetings (monthly or as needed).

Leadership Team meeting (monthly).

**-Attendance at Events Required:**

Annual Walk (a work assignment will be given).

Courtyard Special Events as scheduled.

2 additional events annually (A work assignment will be given).

**Performance Measures:**

\* To be filled in each year during annual evaluation, by employee and supervisor.

**QUALIFICATIONS:**

- A Bachelor's degree is preferred for the position
- Minimum three years in a retail or consignment management preferred, with proven success in meeting sales objectives
- Advanced knowledge of the retail and consignment sectors specially related to regional geographic area, as well as a working knowledge of the primary aspects/objectives of the position such as retail and volunteer management
- Advanced computer skills and ability to learn new platforms including inventory software (Liberty) and e-commerce website software (Shopify)
- Experience with consignment software and nonprofit development highly sought.
- Must be able to use technology to perform and accomplish objectives of position

-Able to manage multiple projects with overlapping deadlines, direct and oversee volunteers and staff at various skill and competency levels and utilize strong written and oral communication skills

-Demonstrated analytical, creative and motivational skills in previous work and/or volunteer settings

Physical Requirements/Work Environment:

-The Courtyard Manager works in a typical retail environment. Regularly lifting and moving up to 25 pounds of materials and furniture is required, as is light physical activity. Frequent to constant standing and walking throughout the workday

-Saturday work is a regular occurrence. Sunday and evening work, is rare, but will occasionally be required

Wellness House is an EOE.