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## **Resale Shop Manager January 2019 Full Time Exempt**

A full time manager is sought for the Second Edition Resale Shop, the main fundraising enterprise of the Cedar Mill and Bethany Community Libraries. The Resale Shop has an exceptional group of more than 70 volunteers who handle most shop functions including sales, stocking, displays, receiving and processing donations. The resale shop manager, with help from some part time staff, coordinates all of these efforts.

The shop is open 7 days a week and prides itself on the quality of clothing, accessories, housewares and other items for sale.

The Cedar Mill & Bethany Community Libraries are different than most libraries in Oregon. Located outside a city boundary, the library is organized as a 501(c)(3) non-profit that contracts with Washington County to provide library service in an area with approximately 80,000 residents. While most operational funding comes from the county, the library must raise funds for capital needs and special projects. The Second Edition Resale Shop, or a version of it, has existed since the library's opening in 1976. Very few libraries in the U.S. have a resale shop like Second Edition.

The successful candidate for Resale Shop Manager possesses excellent interpersonal skills, high competence in resale/retail shop functions along with the ability to work productively in a busy, dynamic environment. The position is full time exempt and includes benefits. To apply, send cover letter and resume to [cedarmill@wccls.org](mailto:cedarmill@wccls.org). Please begin subject line of email with **Resale Shop Manager**.

1. What experiences make you suitable for this position?
2. What are your thoughts on the future of resale?
3. What is your most memorable library experience?

Applications will be reviewed beginning February 1 and will be accepted until a candidate is selected.

To learn more about the library visit our website [library.cedarmill.org](http://library.cedarmill.org).



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## **TITLE: RESALE SHOP MANAGER**

### **GENERAL DESCRIPTION**

The Resale Shop Manager is responsible for overall shop operations including sales, shop appearance, and backroom processing. Duties include, but are not limited to supervising and scheduling staff and volunteers, overseeing processing of all donations, arranging storage in an organized fashion and seeing that the storefront functions effectively which includes stocking, appearance, product merchandising, and sales coverage. The Shop Manager also works closely with the Head of Volunteer Services assisting in recruiting and orienting volunteers. The Shop Manager works closely with the Business Office on finance and business related matters including supplies. The Shop Manager works with the Second Edition Committee to plan and to develop shop goals and procedures. The Shop Manager and the Second Edition Committee are responsible for maintaining and growing high profits to support the Cedar Mill Community Library.

The Shop Manager reports to the Executive Director of the Cedar Mill Community Library Association and is reviewed annually. The Second Edition Committee will provide input for this review.

### **ESSENTIAL FUNCTIONS**

1. Provide an outstanding experience for customers and donors through excellent customer service.
2. Training, supervising and scheduling Resale Shop volunteers and staff to maintain a high quality and high level of production in the backroom and the sales area.
3. Assure that the storefront is adequately maintained and staffed. This includes stocking, appearance, merchandising and cleanliness.
4. Develop, with input from volunteers and the Second Edition Management Committee, long term strategies, ideas and goals for improving the shop. This includes sales floor as well as backroom processing.
5. Develop and maintain a yearly calendar which would include: changeover dates, special sales, holiday merchandise dates and dates for special themes and events. The Shop Manager is responsible for notifying volunteers, staff and managers of these dates in a timely fashion.
6. Work with Volunteer Services manager to ensure optimal coverage in the backroom and on the sales floor. Work to maintain a high-quality volunteer program.
7. Work with staff, volunteers and Library administration to implement effective publicity, advertising and marketing for the shop.
8. Continually monitor and adjust operations to maintain a smooth running effective operation.
9. With staff and volunteers, monitor and effectively use off season storage.

## **OTHER DUTIES**

1. Attend and participate in all Second Edition Committee meetings.
2. Review policies, guidelines, operations and financial matters.
3. Report shop activities and needs monthly to Executive Director.
4. Conduct an annual meeting for volunteers to facilitate training and communication and foster team spirit.

## **ESSENTIAL COGNITIVE SKILLS**

1. Ability to communicate effectively in English, both orally and in writing.
2. Ability to plan work to meet future needs
3. Must be able to exercise good judgment.
4. Must be able to use basic math skills.
5. Ability to understand and interpret workplace safety guidelines.
6. Must be able to assess quality of merchandise
7. Aesthetic sense to maintain attractiveness of shopping experience

## **ESSENTIAL PHYSICAL SKILLS**

1. Must be able to lift 25 pounds
2. Must be able to move from one area to another quickly.
3. Must be able to reach arms above head.
4. Must be able to kneel, sit and squat.
5. Must be able to stand for up to two hours at a time.
6. Must be able to place merchandise on appropriate racks. This involves lots of bending, stretching, squatting and stooping.

## **EQUIPMENT USED**

1. PC and all peripherals
2. telephone and cell phone
3. Cash register, calculator
4. Office, store equipment, copier, label markers
5. Digital camera

## **QUALIFICATIONS**

1. Knowledge of retail shop or resale shop operations and management obtained through a minimum of 1 to 3 years of similar work experience.
2. Demonstrated planning, organizational, and problem solving skills.
3. High school diploma or GED.

## **DESIRED SKILLS**

1. Experience working in a non-profit with volunteers
2. Bilingual
3. Online sales

January 2019