

**Society of St. Vincent de Paul Georgia, Inc.**

**POSITION:** Director of Thrift Store Operations  
**REPORTS TO:** Chief Operating Officer  
**DEPARTMENT:** Operations  
**STATUS:** Full time/Exempt



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Respecting the dignity of each person, St. Vincent de Paul Georgia (SVDP) brings hope and help to those in need so they may achieve stability and move toward self-sufficiency. The focus is on preventing homelessness, fighting hunger, and changing lives. Programs include housing, utility assistance, food recovery and distribution, jobs assistance, transportation, and prescription fulfillment through an onsite pharmacy. Services are provided through the headquarters' (Council) facility, 73 Conferences (parish-based chapters) and 11 Thrift Stores.

**POSITION SUMMARY**

Reporting to the Chief Operating Officer, the Director of Thrift Store Operations is responsible for generating revenue in support of St. Vincent de Paul's mission and programs by overseeing the day-to-day operations of the 11 non-profit thrift stores in Georgia. The director will lead the store managers and volunteers, oversee sales, donations of merchandise, internal fiscal controls, and promotion of the stores in the community. The director should look to develop standard operating procedures that can be utilized in all stores to generate sales growth, increase volunteer participation, and build brand name recognition. The Director of Thrift Stores should continually look for opportunities to grow the Thrift business and expand into new markets within the State.

**Job Responsibilities:**

- Direct and monitor store operations to drive revenue growth and ensure monthly sales goals, payroll and revenue budgets are met.
- Collaborate with Store Manager and other stakeholders to craft a business plan in underperforming stores.
- Provide leadership and oversight to Store Managers as they recruit, hire, train and provide direction to paid staff and volunteers; sets priorities, determines schedules and assigning duties to ensure efficient store operations
- Oversee assessment of incoming merchandise and develop an effective pricing and rotational strategy that maximizes the sale of goods and enhances revenue.
- Work with C.O.O. to grow/develop the donation bin and clothing recycling program.
- Partner with volunteer Conference Treasurers and Thrift Store steering committees to ensure fiscal solvency of each store

- Collaborate with Warehouse Operations Manager to ensure that all product that is donated at the Conference Support Center is evaluated and channeled downstream in a timely fashion to maximize profitability.
- Review and analyze sales trends and profit/loss statements to ensure sound fiscal management of Thrift Stores; oversee resolution of any outstanding fiscal issues
- Provide tools to promote excellent customer service and lead staff and volunteers to do the same
- Handle escalated customer complaints / issues in a courteous, timely manner

**Qualifications:**

- Previous retail management experience required. Multi-unit management in a non profit retail environment strongly preferred.
- Basic computer and software skills, especially Microsoft Office Suite.
- Strong team-based orientation
- Must have knowledge of accounting with solid mathematical skills to maintain accurate records and reports pertinent to store operations
- Strong interpersonal skills, effective communication, and proven leadership ability a must
- Excellent organizational skills and ability to manage multiple demands and priorities.
- Must be able to sit, stand, walk for an eight (8) hour period.
- Experience with “point of sale,” computerized sales and inventory systems a plus.
- Undergraduate degree in related field preferred but not required.
- Valid driver’s license and reliable vehicle required, with the ability to commute to stores throughout the state. Selected candidate will be expected to travel approximately 40% of the time, primarily day trips/occasional overnight

**Compensation:**

Competitive salary commensurate with experience and background plus benefits, including health insurance and 401K retirement plan, 401K match, STD, LTD, Life Insurance, FSA.

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents may perform other related duties as may be required.

Learn more about St. Vincent de Paul Georgia at [www.svdpggeorgia.org](http://www.svdpggeorgia.org)