



Position: StyleXchange Manager

Exempt/Non-Exempt: Exempt

Hours/Week: 40

Reports To: Director of Services & Implementation

Mission: We help people move their lives forward through basic needs services and personalized support.

Vision: We help create a vibrant and resilient community where everyone's needs are met.

Diversity, Equity, & Inclusion: We are better together.

As an organization, we are building a nourishing environment in which inclusiveness is a reflex, not an initiative. We strive for consistent progress towards social and economic equality. We are an ally in creating positive changes, never hesitating to advocate for justice and listening to those most affected by broken systems. In all we say and all we do, we commit to diversity, equity and inclusion across race, color, sex age, national origin, religion, sexual orientation, gender identity and/or expression, status as a veteran, basis of disability and other aspects of personal identity.

These values are non-negotiable.

About Valley Outreach:

Everybody needs help sometimes. Valley Outreach offers people a wide range of support – whether they need food, clothing or help navigating resources during challenging times. Our programs include a food shelf, clothing program and client support services. We are continually asking ‘what if?’ and ‘what else?’ of partners, volunteers and – most importantly – clients, to find better ways to help people in need. We believe working with others makes our community and the entire nonprofit sector stronger. That's why we are proud to collaborate with a wide variety of individuals, community groups, nonprofit partners, foundations, businesses, faith communities and governmental entities. Our volunteers, donors and partners are critical to the success of the mission of Valley Outreach. When we work together, we can help our neighbors find a place of stability.

We Have:

- An organization that is an innovator and has a rich history in the community – we've been around for nearly 40 years.
- Imagination as one of the leaders in the food shelf sector in Minnesota, with initiatives like SuperShelf, and with programs like StyleXchange, our new social enterprise.
- A small but mighty staff with a lot of heart, energy, and brain power. We work together, doing so much more than we could individually.
- A commitment to DEI and continual growth – we recognize the negative effects of systemic racism and engage in work towards a more equitable and just society.
- Great opportunities for continuing your own professional development throughout the year.
- Health insurance, retirement (with a match!), short-term disability and PTO time.
- A flexible work environment.
- Cake (for your birthday).

You Have:

- Energy, ideas, and vision for a retail environment. You thrive on developing store promotions, processes and sales goals, while seeing the bigger picture and how it impacts the organization as a whole.
- Experience working with individuals of differing ages, races, and socio-economic background.
- Excellent customer service and interpersonal communication skills with ability to prioritize and stay calm under pressure in this brand-new program that has many moving parts- a hybrid of public and client facing components.
- With volunteers, staff, clients and community members as constituents of StyleXchange, you have the ability to work with flexibility, efficiency and enthusiasm, both individually and as part of a team in a diverse and dynamic environment.
- A high attention to detail - from merchandise displays to financial reporting, to volunteer training and tracking store visits, you love the details and understand their importance.
- A desire to join an organization that is constantly on the move in support of our clients with the ability to multi-task in a fast paced and changing environment.
- Leadership and confidence in inspiring teams of volunteers and/or staff – providing supervision, redirection, and training.

Position Summary:

With energy and creativity, support the enhancement and growth of our new social enterprise by overseeing our clothing thrift store while supporting Valley Outreach clients. Be a leading part of the exchange that reduces textile waste, provides clothing to those that need it most, generates income and engages the community by overseeing and creating innovative inventory, sales, and clothing distribution processes. The StyleXchange Manager will be responsible for the day-to-day operational management of the clothing program including client support and services; volunteer supervision; customer service; financial oversight and cash handling procedures; attaining sales goals and revenues; team building; donation processing; promotions and visual merchandising.

Primary Duties & Expectations:

- **Operations and Store Management (40%)**
 - Work with the Director of Services and Implementation and the Program Manager to implement and refine written processes for StyleXchange including procedures for accepting, sorting, pricing donations; handling of cash, and other relevant procedures as needed.
 - Manage the rotation of items, processes to include: sorting, hanging, tagging, displaying and passing on excess inventory.
 - Create and implement a store merchandising plan to effectively rotate inventory.
 - Contribute to the development of annual revenue projections and meet financial goals.
 - Ensure that all sales transactions (cash, checks, credit cards and client cards) are handled properly, in accordance with Valley Outreach cash procedures and credit card compliance standards (PCI DSS Compliance).
 - Work with the Director of Finance & Administration to provide financial reporting regarding sales progress. Be aware and have knowledge of daily, weekly and monthly sales performance and overall operation of the store.
 - Understand and stay current with resale, thrift, consignment and retail trends.
 - Act as the go-to for facilities related needs in all clothing areas – the store, and the sorting and receiving areas, and communicate with the Director of Services & Implementation as well as the Director of Finance & Administration to ensure a safe, pleasant and clean working environment for staff, volunteers and customers.
- **Client Support & Services (15%)**
 - Work with the Program Manager on processes to ensure clients receive free clothing with dignity and respect.
 - Oversee client shopping hours.

- Provide feedback to Program Manager to optimize client experience in StyleXchange.
- **Volunteer Management (20%)**
 - Supervise and provide ongoing feedback to volunteers in all clothing areas-store, sorting and donations.
 - Manage volunteers during client shopping hours.
 - Work with the Volunteer Manager to recruit, orient and train new volunteers, and develop job descriptions.
 - Develop and execute ongoing volunteer training with the Volunteer Manager.
- **Marketing & Promotion (15%)**
 - Analyze sales and client needs with current inventory, providing projections and recommendations to retain customers, meet the needs of clients and increase sales.
 - Develop and implement marketing campaigns for the store that will directly influence sales, donations and volunteer morale.
 - Create and execute special customer and client events.
- **Team Participation (10%)**
 - Attend Team meetings
 - Participate in organizational events
 - Network with partners

Education and/or Work Experience:

- 3 years-experience providing customer service and operational oversight in a retail setting.
- Retail management experience or training (2-3 years preferred).
- English/Spanish Bilingual preferred.
- Ability to work closely and communicate effectively as part of a team.
- Computer Skills: knowledge of Microsoft Office software. Inventory System/register experience is a bonus. High degree of comfort navigating across various technology platforms and software packages.

Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance.
- Physical ability to load and unload boxes and bags on a daily basis, lifting up to 50 pounds regularly and remain standing for long periods of time.

Work Hours:

Anticipated schedule will be Tuesday thru Saturday, hours will be flexible with store open hours a.m.-afternoon Monday/Wednesday; afternoon-evening Tuesday/Thursday; Saturdays are to be determined.

Competitive salary and benefits based on qualifications. To apply, send cover letter and resume to jobs@valleyoutreachmn.org

Salary Range: \$43,000 - \$46,000 annually dependent on experience and qualifications.

Position open until filled.