Position: StyleXchange Manager
Exempt/Non-Exempt: Exempt
Hours/Week: 40
Reports To: Director of Programs
Salary: $55,000 to $65,000 based on qualifications and experience

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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. 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.

Position Summary: The StyleXchange Manager oversees all aspects of Valley Outreach's thrift store and nonprofit program, driving both mission impact and revenue growth. This role requires a clear vision and strategic mindset to create and implement a plan that:

- integrates marketing with inventory management,
- ensures that donations, merchandise flow, pricing, and promotions align with community needs,
- reduces textile waste,
- and advances revenue goals that align with current resale, thrift, consignment, and retail trends.

The StyleXchange Manager leads staff and engages and empowers volunteers as an essential part of daily operations. A cornerstone of this role is cultivating excellent client service, while also ensuring a welcoming customer experience. Additional responsibilities include overseeing donation processing, visual merchandising, financial management, and achieving sales goals that sustain and expand the program's impact.

Valley Outreach offers a competitive benefits package, including a low-deductible medical and dental plan (with 90% of the premium paid by the organization), and a low-cost vision insurance plan. Valley Outreach also provides short term disability coverage, a Simple IRA, a flexible spending account, an employee assistance program and PTO in addition to paid holidays.

Essential Duties & Responsibilities

Client and Community Experience

- Serve as a champion for client service, ensuring compassionate, respectful, and professional interactions that reflect Valley Outreach's mission.
- Collaborate with the Director of Programs to align store practices with wraparound services and client access pathways.
- Ensure staff and volunteers are equipped to deliver excellent client and customer service through training, coaching, and clear expectations.
- Build and maintain strong relationships with donors, volunteers, clients, customers, community partners, and local retailers.
- Represent StyleXchange at community events and engage in partnerships that foster waste reduction, stewardship of donations, and community building.
- Uphold high standards for store cleanliness and organization to ensure a safe, dignified, and welcoming environment for all clients and customers.

Retail Strategy & Operations

- Develop and implement a sustainable clothing distribution model that integrates inventory management with marketing strategies.
- Understand and stay current with resale, thrift, consignment, and retail trends.
- Partner with the Director of Programs to set shared goals (access, quality, and equity), coordinate distribution calendars, and align inventory and promotions with program demand and community needs.
- Manage daily store operations, including opening/closing, cash handling, and compliance with Valley Outreach cash procedures and PCI DSS standards.
- Oversee donation receiving, sorting, pricing, rotation, and disposal to maintain a steady flow of high-quality merchandise.
- Monitor sales, expenses, and performance metrics; prepare and manage budgets to achieve financial goals.
- Use operational data and inventory trends to inform pricing strategies, promotions, and community marketing campaigns.
- Plan and execute seasonal promotions, special sales, and events that align with inventory availability and community engagement goals.
- Collaborate with the communications team on in-store signage, social media, and digital campaigns to highlight mission impact, attract shoppers, and engage supporters.
- Ensure the store is visually appealing, safe, and aligned with StyleXchange's brand identity to maximize sales and client experience.

Staff & Volunteer Leadership

- Supervise the StyleXchange Program Assistant, provide daily support, coaching, and performance management to foster growth and team success.
- Work with the Volunteer Manager to recruit, onboard, and schedule volunteers.
- Directly supervise and support volunteers across all clothing areas—including store operations, sorting, and donations—through ongoing training, feedback, and recognition.
- Cultivate a positive, inclusive, and mission-driven environment where volunteers feel valued as essential partners in the program's success.

Staff Engagement & Communications

- Maintain effective communication with team members through email, Microsoft Teams, and regular staff meetings.
- Participate in staff training opportunities and relevant professional development to enhance skills and knowledge.

Other Duties as Assigned

<u>Expectations & Work Experience</u>

- 2–3 years of retail store management experience, preferably in thrift, nonprofit, or secondhand retail.
- Knowledge of retail operations, including sales strategies, inventory management, merchandising, and maintaining high standards of cleanliness and organization.
- Experience with cash handling, budgeting, and financial reporting.
- Proven ability to plan and execute marketing initiatives that integrate with inventory management to drive sales, reduce textile waste, and engage the community.
- Demonstrated success in leading staff and volunteers, with strong communication, coaching, and team-building skills.
- Commitment to client dignity, racial equity, and social justice, with the ability to work effectively across diverse backgrounds.
- Integrity and sound judgment, including the ability to maintain confidentiality.
- Proficiency with POS systems, Microsoft Office Suite, and willingness to learn new technology.
- Flexibility to work some evenings and weekends.

<u>Physical Requirements</u>

- 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.
- Ability to load and unload boxes and bags daily, lift up to 50 pounds regularly, and remain standing for long periods of time.

To apply for this position: Forward your resume and cover letter to jobs@valleyoutreachmn.org and place StyleXchange Manager in the subject line.

Please note – we will only be responding to qualified applicants.

The hiring process will include:

- Review of information from all interested parties. Be sure to give us your phone number and email so we can contact you.
- A phone screening conversation will be set up with those candidates who most closely meet the requirements of the position.
- Several candidates will be invited to an in-person conversation regarding the position.
- If needed, a second in-person conversation will be scheduled.