



Position: StyleXchange Program Manager

Exempt/Non-Exempt: Exempt

Hours/Week: 40

Reports To: Director of Programs

Salary: \$60,000 to \$70,000 based on qualifications and experience

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: StyleXchange is Valley Outreach’s vibrant clothing program — a welcoming space where people can access free clothing through our client services and where the broader community can shop as customers. More than just a store, StyleXchange blends social enterprise with social impact, helping fund our mission while offering dignity, choice, and sustainability through fashion.

The person in this role will provide hands-on leadership for StyleXchange, ensuring that daily operations run smoothly and efficiently. They will oversee inventory flow, guide and motivate volunteers, and help create a warm, dignified experience for all clients and shoppers.

We’re looking for someone with energy, structure, and curiosity — someone who takes initiative to improve systems, build consistency, and inspire others. The ideal candidate is detail-oriented, adaptable, and people-focused, equally comfortable leading volunteers, refining processes, and ensuring that StyleXchange remains a clean, organized, and shoppable space for everyone who walks through our doors.

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

Program Operations & Inventory Flow

- Oversee daily operations to ensure smooth, consistent, and mission-driven service delivery.
- Manage the flow of inventory in partnership with volunteers—supporting sorting, organizing, and preparing items for the sales floor based on quality and seasonality.
- Create and maintain clear systems that make priorities and expectations easy to follow.
- Keep the space organized, safe, and visually appealing, reflecting the dignity central to Valley Outreach’s mission.
- Identify and implement practical improvements that increase efficiency and consistency.

Volunteer Direction & Motivation

- Provide clear, confident leadership for volunteers working in StyleXchange.
- Communicate daily goals and expectations in a way that inspires action and builds understanding of the “why.”

- Maintain a visible, energetic presence on the floor, offering real-time feedback and appreciation.
- Collaborate with the Volunteer Manager to ensure strong alignment in volunteer training, scheduling, and support.
- Adapt communication style and leadership approach to meet volunteers where they are.

Vision & Communication

- Maintain a clear and evolving vision for the program's flow, feel, and impact—and communicate that vision effectively across all levels.
- Translate high-level goals into day-to-day priorities and tangible next steps.
- Adjust systems and processes as needed while ensuring volunteers and staff stay aligned.
- Collaborate with internal teams to ensure coordination with broader Valley Outreach programs.

Client & Shopper Experience

- Ensure a welcoming, equitable, and dignified experience for all clients and shoppers.
- Lead by example in offering culturally responsive service and supporting volunteers to do the same.
- Promote calm, professional problem-solving and model grace under pressure.
- Ensure the physical space reflects warmth, care, and pride in presentation.

Data & Continuous Improvement

- Oversee timely, accurate entry of client and inventory data.
- Track patterns and identify opportunities to strengthen operations and volunteer engagement.
- Support a culture of curiosity and learning—encouraging small tests, shared insights, and continuous improvement.
- Communicate key findings and recommendations clearly with staff and leadership.

Other Duties as Assigned

Expectations & Work Experience

- Demonstrated experience in operations, program coordination, or process improvement, ideally in a nonprofit, service, or retail environment.
- Strong ability to lead through influence, providing clear direction and motivation to volunteers and peers.
- High level of initiative and follow-through, with a natural drive to make systems work better.
- Proven ability to translate vision into action, balancing day-to-day organization with an eye toward continual improvement.
- Excellent communication and interpersonal skills, including the ability to adapt communication style across diverse groups of people.
- Ability to maintain a positive, high-energy presence, fostering teamwork, belonging, and pride in the program's work.
- Experience working in environments that require flexibility, problem-solving, and multitasking.
- Commitment to racial equity and social justice, and willingness to be actively engaged in ongoing equity and inclusion work.
- Strong attention to detail, organization, and time management skills.
- Comfort using technology and data systems for tracking, reporting, and communication.
- High level of personal and professional integrity, including discretion and ability to maintain confidentiality.

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 lift up to 50 pounds and remain standing for extended periods.
- Ability to work a flexible schedule, including occasional evening or weekend hours.

Success in This Role Looks Like...

Within the first 90–120 days, success in this role will be reflected through:

- Consistent Daily Rhythm: Systems are in place for receiving, sorting, and rotating seasonally relevant inventory.
- Engaged Volunteers: Volunteers understand expectations, feel supported and appreciated, and demonstrate greater confidence in their roles.
- Effective Communication: Information flows easily between StyleXchange, other program areas, and leadership.
- Positive Client Experience: Clients and shoppers experience a warm, dignified, and welcoming environment.
- Operational Awareness: Key data points are tracked accurately and used to inform small, meaningful improvements.
- Visible Leadership: The Program Manager brings steadiness, enthusiasm, and problem-solving energy to the daily flow of StyleXchange.

Application Process

To apply for this position: Please submit a resume and cover letter to jobs@valleyoutreachmn.org with *StyleXchange Program Manager* in the subject line.

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

The hiring process will include:

- Review of application materials (please include your phone number and email address).
- Phone screening for candidates most closely aligned with the position requirements.
- In-person interview with key team members; a second conversation if needed.