



FOSTER & ADOPTIVE CARE COALITION

FOR EVERY CHILD... A PLACE TO CALL HOME

Job Posting

| Director of ReFresh | | | |
|---------------------|-------------------|-----------------------|-------------------------|
| Department: | ReFresh | Date Prepared: | 05/13/2024 |
| Prepared by: | Quintella Ivory | Reports to: | Chief Operating Officer |
| FSLA Status: | Full-Time, Exempt | | |

Summary of Position

Are you passionate about making a real difference in your community and eager to lead a dynamic team? Join us at ReFresh, a non-profit resale store dedicated to providing fashionable clothing while raising crucial funds for children in foster care. As the Retail Store Manager, you will play a pivotal role in overseeing the operations of our store in St. Louis Missouri.

The Retail Store Manager is responsible for overseeing the daily operations of a retail store, ensuring efficient and profitable operation while delivering excellent customer service. This role involves managing store staff, implementing sales strategies, and maintaining inventory levels. The Director of ReFresh reports to the Chief Operation Manager and collaborates with other store managers to achieve organizational goals.

Essential Functions and Responsibilities

- Provide direct supervision and support to Refresh/Resource staff.
- Collaborate with the Foster & Adoptive Care Coalition to align store objectives with the mission of supporting children in foster care.
- Drive execution of program and agency goals.
- Facilitate decision-making and communications within and between teams.
- Initiate difficult discussions.
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Establish and monitor staff performance and program goals, assign accountabilities, set objectives, establish priorities, and conduct annual performance appraisals.

Address

1750 S Brentwood Blvd., Suite 210
St. Louis, MO 63144

Phone / Fax

Office: 800.FOSTER.3 (314.367.8373)
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- Have vision and see the big picture (especially when things get challenging).
- Demonstrate emotional and professional maturity, introspection.
- Strong advocacy skills – standing up and getting involved when necessary
- Possess a high level of professionalism and adhere to strict confidentiality of sensitive information.
- Participate in team and agency meetings and/or individual professional consultations; Majority of these meetings should be attended in person.
- Ability to navigate various software packages to obtain, collect, and track program data in a timely manner as required by the funder and/or the Foster & Adoptive Care Coalition.
- Lead the day-to-day operations of the store to ensure a seamless and enjoyable shopping experience for all customers.
- Manage inventory, including sourcing, pricing, and merchandising, to maintain a diverse selection of gently used designer clothing, shoes, and accessories.
- Supervise and motivate a team of retail associates, providing guidance and support to ensure excellent customer service and sales performance.
- Implement strategies to drive sales and increase store profitability, while also prioritizing the store's goals
- Maintain a welcoming and inclusive environment for all customers, fostering a sense of community and belonging.
- Supervise the ordering of supplies and other needed items for the store, ensuring adequate inventory levels.
- Coach and counsel employees concerning the performance of their job duties, including discipline up to and including termination.

Program Outcomes

1. Increase store profits (in line with strategic and budgeting plan) within the next five years by improving sales, streamlining operations, and engaging customers effectively.
2. Create and execute retail campaigns and events to broaden revenue sources and ensure Refresh's financial stability for the long term.
3. Increase the number of items provided free-of-charge to youth in foster care by expanding partnerships with local foster care agencies, soliciting donations specifically earmarked for this purpose, and optimizing inventory management processes.
4. Recruit, train, and retain a diverse and dedicated volunteer team to support Refresh and Resource, operations, customer service, and community outreach initiatives.
5. Develop and implement targeted donation drives and outreach campaigns to ensure the inflow of donations aligned with the needs of both shoppers and youth in foster care, focusing on high-demand items such as clothing, shoes, toiletries, and school supplies.

Department Specific / Non-Essential Functions

- Support the Coalition's mission: attend dedicated events, training events, and other "all hands-on deck" activities as needed.

Qualifications & Requirements

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Education

- Bachelor's degree in business, administration, retail management preferred. Minimum of three to five years of Retail Management or similar leadership role. Proven track record of leadership abilities such as mentoring, coaching, and motivating team members to achieve their full potential.

Experience, Skills & Qualifications

- Proven track record in retail operation and management roles.
- Working knowledge of data collection, analysis, and evaluation
- Prior experience overseeing volunteer programs or coordinating volunteer efforts. Strong interpersonal skills, organizational capabilities, and the ability to motivate and engage volunteers.
- Demonstrate success in managing and developing retail teams, including recruitment, training, performance management and fostering a positive work culture that promotes employee engagement and customer satisfaction.
- Ability to meet physical demands of the role, including lifting and carrying a minimum of twenty-five pounds as well as navigating stairs, and ability to fulfill job responsibilities effectively.
- Strong team player with the ability to work collaboratively with colleagues.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) and Outlook.
- Familiar with Salesforce CRM platforms and point of sales systems.
- Excellent organization ability to multitask, prioritize effectively, allocate resources efficiently, and consistently meet deadlines in a dynamic retail environment.

Additional Skills/Competencies necessary to carry out services to the service population's culture and socio-economic characteristics

- Requires an understanding of diversity (racial, ethnic, religious, socio-economic, etc.) as well as sensitivity to the situations of the children and families the organization serves.
- Stresses a respect for the confidentiality of the children and families the organization serves.
- Requires a clean criminal history.
- Behaves with integrity, demonstrates high ethical standards, and displays a positive image of the Foster and Adoptive Care Coalition.
- Demonstrates accountability for results and keeps commitments to others.

Organizational Relationships/Scope

- This position reports to the Chief Operating Officer and works closely with other ReFresh managers, the Director of Family Enrichment & Volunteers, and the Family Enrichment & Volunteer Manager. Collaborative consultation will be sought from all teams.
- This position works in an office and retail environment, Sunday-Saturday.

Working Conditions

- This position entails work in the community and office.

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- While performing the duties of this job, the employee is required to communicate effectively.
- The physical requirements of this job include sitting, standing, walking, climbing stairs, lifting 25 – 50 lbs., pulling and/or pushing on occasion.
- Use of automobiles for local travel to multiple sites may be required.
- The Coalition office is considered home-based.
- This position requires flexibility. Evening and weekend hours will be required to meet the expectations of this position.

Agency Shared Values

Employees of the Foster & Adoptive Care Coalition agree to hold themselves and colleagues to the following values:

- **Equity:** We insist on fairness and respect. We are deliberate in ensuring everyone has safety, opportunity, access, and support to be heard.
- **Family:** We are family. We are connected and support one another in meeting the needs of our own families and the families we serve. We assume the best and are committed to each other.
- **Diversity:** We celebrate differences and harness the power that diversity brings. Every viewpoint is heard and honored. We are stronger because of our differences.
- **Innovation & Excellence:** We are intentional about knowing better and doing better, using innovation and solution-focus approaches with courageous passion and excellence.
- **Inclusion:** We respect, leverage, and engage everyone's unique strengths and talents so each Individuals can contribute to their full potential.

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- **Integrity:** We are an agency built on integrity, maintaining a culture of trust, respect, transparency, and honesty. We walk in our truth and uphold ethical standards.
- **Courage:** We stand up for each other and what is right for our clients and stakeholders with truth, vulnerability, and accountability.
- **Teamwork & Collaboration:** We develop and maintain authentic relationships by being flexible and open-minded and maximizing the strengths of everyone in the team to accomplish the best outcome for our children and families. Everyone contributes to leadership.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for this position. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under all conditions as described.

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|-------------------------------|--|--------------|--|
| Printed Employee Name: | | Date: | |
| Employee Signature: | | | |

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