

Global Village Nonprofit Retail Store Manager Job Description
Position: Full-Time Exempt
Revised: July 2020

1. Buys and explores new sources of crafts.

- Follows Fair Trade Federation and World Fair Trade Organization for best practices per organizational policies and board preferences.
- Compares quality, cost, variety, availability, salability and pricing to maximize sales
- Maintains relationships with vendors
- Purchases inventory with determining best options based on season, cash flow, and sales
- Responsible for managing inventory system from purchasing to input in Point of Sales
- Oversees display and merchandising and rotation of all merchandise
- Prepares and orders merchandise for sales and special events
- Works with local vendors to help community groups involved in international projects

2. Coordinates all volunteers for store staffing and other activities.

- Staff store with volunteers and maintains an updated calendar of their shifts
- Fills in at the store and on the floor when necessary
- Recruits volunteers and board members for other needs, offsite, and education opportunities
- Reviews and maintains volunteer packets, volunteer applications and information.

3. Responsible for pricing, displaying and merchandising with volunteer assistance.

- Recruits and trains volunteers through on the job training
- Oversees use of Point Of Sales system
- Helps volunteers with inventorying, labeling, and displaying incoming merchandise
- In charge of major displays and front window displays, changed at least once each month.

4. Coordinates and staffs all marketing and outreach activities

- When funds allow, works with the media, as well as Artwalk to promote Global Village
- Prepares email newsletter and social media posts
- Reviews and maintains email and customer mailing lists with volunteer assistance
- Co-creates store marketing materials – brochures, store tags, business cards – with designer
- Oversees the maintenance of the Global Village small library
- Speaks to local and regional groups about Global Village
- Creates in-store information and education cards about Fair Trade, producers and products; including the in-store PowerPoint
- Facilitates off-site events and sales
- Attends Downtown Billings Alliance meetings when possible
- Coordinates special instore events such as Artwalks, Fair Trade Day and Christmas open house

5. Handles financial actions with assistance from the Board Treasurer as needed

- Pays, records in QuickBooks, files hard copies of all inventory, service
- Handles banking – prepares and deposits sales

- Tracks all fundraising, donations, and thank you receipts
- Maintains databases of donors, customers, volunteers
- Works with Treasurer as needed, helps develop budget for organization and store
- Makes and records all deposits from sales, fundraising, and donations
- Keeps records of and maintains upkeep of insurance (D&O and Liability), business licenses, permits, memberships, all communications from city and state, landlord, utilities etc.

6. Works closely with the Board of Directors in the following activities

- Facilitates the work of committees – attends meetings, provides information and materials needed.
- Assists with Fall Friends campaign, a direct mail solicitation. Helps write letter, coordinates printing and mailing, recording of donations, and sends acknowledgements and records in data base. Organizes board signing evening for letter personalization.
- Keeps all records and databases related to board activities and fundraising campaigns.
- Any fundraising including tracking all income and expenses, ticket sales, sponsorships, gathering of auction items and other in event activities, venue logistics, publicity, and coordination of event. Responsible for all activities at the end of the event, including clean up, thank you notes, deposits, and record keeping of information to be used at future events

7. Responsible for general upkeep of the store and technology

- Responds to emergency calls if problems of broken windows, bathroom leaks, technology malfunctions, etc.
- Responsible for all nuts and bolts day to day activities from computer issues, washing windows, cleaning bathrooms, stocking store supplies, returning or repairing damaged merchandise, maintaining equipment, recycling all throwaways including broken down cardboard, packing materials etc.