

**Position: Hope Thrift Manager**  
**Hours: FT (40 hrs/week)**  
**Department: Hope Thrift**  
**FLSA Status: Exempt**  
**Reports To: Director of Retail Ministry**

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## ABOUT HOPE THRIFT STORES

Hope Thrift, a ministry outreach of Hope Church, sells high-quality donated goods at fair prices in an attractive, welcoming retail setting to raise money to support local and global ministries. Hope Thrift's mission is to offer experiences, places, and relationships where people can find life and purpose through Jesus Christ. We have two locations: Tuckahoe Village Shopping Center and the Shoppes at Bellgrade.

## POSITION OVERVIEW

This job combines a physical presence in the store with administrative and scheduling duties for Hope Thrift Assistant Managers and volunteers. This position also has a significant ministry and care focus because our business is people-focused. We seek to develop community and connect with others through the relationships between staff, shoppers, donors, and volunteers. The Hope Thrift Manager oversees and facilitates the day-to-day operations of Hope Thrift, assuring that the store runs smoothly and consistently under the principle, "People first, retail second." The Manager is responsible for casting the vision and mission of Hope Church at their location and leading the effort to inspire and empower volunteers toward continued service.

## RESPONSIBILITIES

### 1. Managing the team

- a. Supervising Assistant Managers and volunteers
- b. Recruiting, training, and scheduling volunteers and Assistant Managers
- c. Communicating and upholding Hope Thrift's policies and procedures
- d. Seeking opportunities to cross-train Assistant Managers and volunteers in multiple areas, which ensures a sustainable retail model
- e. Celebrating National Volunteer Week and Christmas by coordinating activities and food for each event

### 2. Managing the store

- a. Communicating with and assisting the Director of Retail Ministry in maintaining store environs
- b. Maintaining secure financial operations at the Hope Thrift location and assisting the Director of Retail Ministry in processing the store's finances
- c. Ordering or purchasing supplies and necessary equipment for the store

### 3. Leading the team spiritually

- a. Encouraging and providing spiritual growth opportunities to Hope Thrift volunteers as needed
- b. Caring for volunteers as opportunities arise (e.g., sharing coffee or lunch, attending a funeral, hospital visits, etc.)
- c. Along with Assistant Managers, opening and closing the store each day in prayer and being available to pray with volunteers and customers as needed
- d. Along with Assistant Managers, serving at Hope Church's Easter and Christmas services

## **SKILLS AND EXPECTATIONS**

- Ability to maintain mission focus within a fast-paced retail atmosphere
- Multi-tasker, detail-oriented
- Excellent communicator with supervision experience
- Merchandising and retail experience preferred
- College education preferred
- Technology skills, including Google Suite
- Ability to assess and prioritize responsibilities on a daily, weekly, and monthly basis
- Willingness to work alongside others to model best practices, with the goal of training the new person to perform tasks independently and then train the next new volunteer
- Ability to administer the details of short-term and long-term store operations
- Attend monthly Manager meetings
- Attend the weekly Wednesday staff devotions at Hope Church (9:30 am-10:30 am)
- Attend training as it pertains to your job as requested by the Director of Retail Ministries or HOPE leadership

## **SPIRITUAL AND PERSONAL QUALIFICATIONS**

- A believer with a sincere and growing relationship with Jesus Christ
- An understanding of, and resonance with, [HOPE'S mission, vision and values](#), and v30 direction
- Affirmation of [The EPC's Essentials of Faith](#)

## **PHYSICAL DEMANDS**

- This position is physically demanding and has physical requirements of lifting up to 50 lbs, occasionally up to 100 pounds or more
- Standing long hours and moving at a fast pace
- Occasionally operating vehicles, machinery, and power tools
- Ascending and descending ladders and stairs
- Bending and moving self in different positions
- Noisy, numerous questions and interruptions

## **REQUIRED HOURS**

- 40 hours total, between Monday-Saturday 9 am-6 pm

To apply — Please submit the following to [hr@hopecentral.com](mailto:hr@hopecentral.com)

- Cover Letter & Resume
- [Hope Application for Employment](#)