



Sales Floor Lead

Hope Thrift: Bellgrade

Reports to: Store Manager

Status: Part-Time (20-25 hours/week)

FLSA: Non-Exempt

Position Summary

The Sales Floor Lead provides shift leadership for the customer-facing operation of Hope Thrift, ensuring the sales floor consistently reflects Hope Thrift's standards for hospitality, merchandising, organization, and customer service. During assigned shifts, this role serves as the primary leader on the sales floor, directing volunteers, supporting customers, and ensuring daily operations run smoothly.

Working closely with the Store Manager, Donations + Production Lead, and Volunteer Engagement Lead, the Sales Floor Lead helps create a welcoming shopping experience while supporting Hope Thrift's mission of serving the community and advancing the ministry of Hope Church.

Key Responsibilities

Lead the Sales Floor

- Provide day-to-day leadership during assigned shifts to ensure smooth store operations.
- Maintain an attractive, organized, and well-stocked sales floor.
- Monitor merchandising standards and communicate replenishment needs to the Donations + Production Lead.
- Help create an excellent shopping experience through attentive customer service and a welcoming store environment.
- Address routine customer questions and resolve concerns with professionalism and care.

Lead Volunteers During Assigned Shifts

- Welcome, direct, and support volunteers serving on the sales floor.
- Provide clear direction and encouragement throughout each shift.
- Ensure volunteers understand daily priorities and responsibilities.
- Communicate volunteer needs or concerns to the Volunteer Engagement Lead.

Support Store Operations

- Perform opening and closing responsibilities as a keyholder.
- Oversee register operations and ensure accurate cash handling procedures are followed.
- Maintain cleanliness, organization, and safety throughout the sales floor.
- Identify operational issues and communicate them promptly to the Store Manager.
- Assist in other areas of the store as needed to support overall operations.

Contribute to Ministry Leadership

- Model HOPE's mission, values, and culture in daily interactions.
- Build positive relationships with volunteers, customers, donors, and fellow staff members.
- Participate in staff meetings and training opportunities.
- Support a collaborative team culture by working closely with the Store Manager, Donations + Production Lead, and Volunteer Engagement Lead.

Qualifications

Required

- Demonstrates a growing relationship with Jesus Christ and supports HOPE Church's mission and beliefs.
- Strong customer service and interpersonal skills.
- Ability to lead volunteers with confidence, encouragement, and humility.
- Reliable, organized, and able to make sound decisions in a fast-paced environment.
- Ability to stand, walk, lift, and move merchandise throughout a shift.

Preferred

- Retail or customer service experience.
- Previous experience leading volunteers or teams.
- Cash handling and point-of-sale experience.

Success in This Role

A successful Sales Floor Lead will:

- Create a welcoming and enjoyable shopping experience for every customer.
- Lead volunteers with clarity, encouragement, and consistency.
- Maintain an organized, attractive, and well-stocked sales floor.
- Respond confidently to day-to-day operational needs during assigned shifts.
- Help create a store environment that reflects the excellence, hospitality, and mission of Hope Thrift.

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