



## **Director of Operations and Retail**

As The Place continues to expand its programs in support of the Forsyth County and Dawson County Communities, its operational support needs to grow at the same time. The Director of Operations and Retail will be responsible for ensuring effective and efficient operations of all sites operated by The Place and effective growth in line with The Place strategic plan. The role includes multiple office, retail, warehouse and residential locations, retail operations and program operations. The Director will work directly with the CEO on the efficiencies and effectiveness of The Place along with expansion planning and budgets.

The Place provides essential needs to our local community while offering hope and compassionate support to be self-sustaining. The Place's Retail Operations are critical to the success of the organization because they serve as a face to donors and the community and generate significant revenue to support our programs.

**Supervises: Retail Operations Manager, Thrift Store Staff, Logistics Coordinator, Volunteers**

**Reports to: President/CEO**

**Salary (exempt): \$60,000-\$70,000**

### **Duties and Responsibilities:**

#### **Operations:**

- Report to CEO on all operational and assigned program issues.
- Provide direction and leadership toward the achievement of The Place's philosophy, mission, strategy, and annual goals and objectives.
- Develop and implement strategies, procedures, and business plans needed to enhance organizational growth.
- Responsible for all daily operations of The Place locations, including retail operations, facilities management, equipment and other duties as assigned.
- Responsible for the maintenance of facilities, grounds, and vehicles.
- Foster a success-oriented and accountable environment for all departments.
- Oversee and train all departments on budgeting and fiscal accountability.
- Review operating results, compared with established objectives, and implement appropriate measures to enhance outcomes.
- Develop plan(s) for building remodel/expansion.

#### **Retail:**

- Oversee all retail operations and staff from donation drop off/pick up to Thrift Store sale.
- Develop comprehensive evaluation of retail operations with goals for expansion.
- Create strategic plan for retail operations across Forsyth and Dawson counties including intake, donation storage, and retail locations.
- Implement retail strategic plan and track outcomes.



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- Evaluate and expand retail operations through increased intake, efficiencies, and locations in both counties.

#### **Other Responsibilities:**

- Perform employee reviews and developing corrective action plans if needed.
- Ensure employees are properly trained and supported.
- Collaborate with the CEO on headcount needs and future skills growth; develop budget to support those needs.
- Represent The Place in a professional manner with various local, state, and national organizations through attending meetings and conferences when requested by the CEO.
- Meet with Program Directors on regular basis to review all program matters.
- Manage The Place in the absence of the CEO.

#### **Skills and Qualifications:**

- Bachelor's Degree in Business Administration or another relevant field, Master's Degree preferred.
- Minimum of 5 years of managerial and retail experience with financial oversight.
- Nonprofit experience, preferred.
- Thorough understanding of staff management, industry specifics and business strategies.
- Excellent problem-solving and critical-thinking skills.
- Superior management and interpersonal skills.
- Ability to collaborate with the CEO or leaders of The Place to deliver results.
- Ability to manage multiple tasks and to develop solutions to problems with limited supervision.
- Ability to work independently and as a team.