



Job Title: Retail Lead

Location: UGM Thrift Store, downtown Spokane

Status: Full-time

Summary:

The Retail Lead works under the direction of the Retail Management team in carrying out all retail operations in the store, including, but not limited to, creating a Christ-centered environment, register operations, customer service, store appearance and displays, and employee interactions.

Responsibilities:

- Assist management in building an effective team and carrying out retail operations of the store.
- Work with Retail Management to establish and maintain customer service standards.
- Work with retail staff to maintain physical appearance of store and assist in stocking merchandise.
- Supervise store operations and staff as needed.
- Work alongside and communicate with management, employees and donors.
- Complete daily sales reports, bank deposits, donation charts and other paperwork to ensure transparent reporting.
- Emphasize donor and customer perception and experience.
- Motivate and encourage team to adhere to daily and weekly goals.
- Maintain an overall safe work environment.

Qualifications:

- High school diploma or GED required.
- Two to three years' experience in retail or related experience preferred.

Compensation: Depends on experience. Competitive for non-profit.

Must be committed to the Christian faith and comply with drug-free, tobacco-free policy. Those qualified to join our team can enjoy a rewarding work environment, competitive wages and excellent benefits. Complete UGM's [application for employment](#) and submit it along with a letter of interest and resume to:

UNION GOSPEL MISSION
HumanResources@uniongospelmission.org
Human Resources, 1224 E Trent Ave., Spokane, WA 99202
Fax: (509) 535-0901
uniongospelmission.org/employment