



**Job Title:** Retail Manager

**Location:** Downtown Spokane- UGM Thrift Store

**Status:** Full-time

**Summary:**

The Retail Manager is primarily responsible for carrying out all retail operations in the store, including, but not limited to, creating a Christ-centered environment, hiring and developing a qualified team, continual training and coaching for all staff. This individual also oversees register operations, customer service, store appearance and displays, and employee interactions.

**Responsibilities:**

- Lead and equip the team in carrying out overall retail operations of the store.
- Establish and maintain customer service standards.
- Work with the retail staff in maintaining the physical appearance of the store; manage the continual set up and change of store displays.
- Complete daily sales reports, bank deposits, donation charts and other paperwork to ensure truthful reporting.
- Complete all store administrative needs with a high level of organization.
- Work and effectively communicate with the Retail Assistant Manager, employees and donors.
- Motivate and encourage the team to adhere to daily and weekly goals.
- Emphasize the donor and customer experience and perception.
- Maintain an overall safe work environment.

**Required Qualifications:**

- Two- or four-year college degree in applicable field of study, or equivalent years of retail experience.
- 2 to 3-plus years in the retail industry preferable with sales experience.
- Some experience with displaying merchandise and knowledge of retail standards and processes.

**Compensation:** Depends on experience. Competitive for non-profits.

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](mailto:HumanResources@uniongospelmission.org)

Human Resources, 1224 E Trent Ave., Spokane, WA 99202

Fax: (509) 535-0901

[uniongospelmission.org/employment](http://uniongospelmission.org/employment)