



**JOB TITLE:** Bargain Center Store Director  
**REPORTS TO:** Executive Director  
**STATUS:** Exempt/Full-time

**POSITION SUMMARY:** The Bargain Center Store Director is responsible for the effective and safe operation of the MRM Bargain Center(s). This position is responsible to establish and achieve sales outcomes and goals in accordance with MRM's mission, vision, and values. Responsible for all Bargain Center staffing and is to provide direction and leadership within the Bargain Center Operations.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

1. General Store Oversight:
  - Follow MRM core values, mission, and safety guidelines to align Bargain Center operations
  - Ensure that the areas of operation are adequately staffed and are safely and effectively operating
  - Establish, communicate and train on Standard Operational Procedures for each area
  - Ensure proper security and management of all store property and leased facilities
  - Responsible for the physical building, lot, vehicles, warehouses, and equipment, ensuring sound working order. Communicate and collaborate with Finance Director and Maintenance Associates to ensure upkeep of facility
  - Establish, in collaboration with Finance Director, Bargain Center goals standards of operation; put a plan in place to meet or exceed including training and communication; forecasting monthly and quarterly quotas and goals; advertising, marketing and sales; tracking and reporting
  - Maintain a safe, healthy and orderly environment for all staff and customers; occasionally do safety reminders
2. Administrative Oversight:
  - Provide leadership and retail training and management for Bargain Center(s)
  - Administer Mission policies as they pertain to the Bargain Center Operations
  - Define and implement Bargain Center processes and procedures including but not limited to: donation pick up and processing; store opening and closing; cash handling, reconciliations and deposits, etc.
  - Keep records of monthly sales quotas, production quotas, budget goals, and surplus goals
  - Complete and submit reporting as defined, required, and requested
3. Staffing Oversight:
  - Promote spiritual growth and encouragement among all staff
  - Lead weekly Devotion with staff
  - Train and support Coordinators in accomplishing their duties and meeting goals. Ensure Store Coordinators attain proficiency of all Directors responsibilities and can fill in during Director absence.
  - Work in conjunction with HR Manager to hire staff including training, scheduling, supervision, evaluation, discipline and separation.
  - Maintain schedule for coverage and leave for Staff. Review and approve general scheduling and leave requests
  - Supervise, and/or assign supervision of, volunteers and community service workers, track and report their hours accordingly



#### 4. Financial Oversight:

- Follow annual income and expense budget
- Review and approve Daily, Weekly and Month-end Reporting; complete and submit reporting
- Ensure timely reporting of financial information to Director of Finance
- Manage and approve expenditures for Bargain Center(s)
- Set pricing parameters for items and review prior to placement on sales floor
- Revisit and revise price lists

#### 5. Communication Oversight:

- Communicate the vision, mission and objectives of Montana Rescue Mission to staff, customers and community
- Participate in open and full communication with MRM leadership to ensure adequate support when and as needed
- Provide MRM leadership and Bargain Center staff with adequate information to help them reach sound decisions and implement/uphold MRM policies
- Demonstrate, promote and facilitate excellent customer service and God-honoring interpersonal communications including dispute/conflict resolution (peace-making), problem solving and teamwork

### **SKILLS/QUALIFICATIONS**

- A solid and credible Christian witness and lifestyle that exemplifies Christ in character and actions
- Ability to provide biblical counsel and guidance to staff and clients
- Embrace and uphold the Montana Rescue Mission Statement of Faith, Qualifications for Employment, policies and procedures and to hold accountable others to do the same
- Strong management and leadership abilities, able to coach, equip, and develop individuals.
- Knowledge and experience in retail, which may include recycling, donation processing, customer service, forecasting, marketing and sales
- Level-headed, purposeful in reactions, proactive problem solver. Gathers all information before making decisions and makes decisions accordingly that are sound and in alignment with MRM mission and core values
- Excellent interpersonal skills, adept at training, conflict resolution, motivation and inspiration
- Strong math skills with the ability to understand, forecast and attain financial benchmarks and goals
- Good discernment with regard to people and situations, exercise patience and wisdom within an environment of grace
- Able to maintain “big picture” perspective and continue to move self and staff toward that
- Computer literate, proficient in internet and email as well as Microsoft office programs and POS systems
- Valid Montana Driver’s License and ability to be insured by MRM insurance carrier
- Able and willing to work varied shifts including evenings and weekends as well as be assigned to various locations as needed
- Set Production goals for each department

### **PHYSICAL FACTORS/WORKING CONDITIONS:**



*Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%*

Work will predominately require individual to work in a retail type of environment. Will have an on-site office.

May *occasionally* need to work outdoors and after hours for meetings or other functions

Position may require *occasional* travel

Walk, climb stairs, stand, reach, bend – on a *Frequent*, rotational and ongoing basis

Sit, talk, hear, see and create - *Frequently*

Fingering skills – use computer on a *frequent* basis

Lift and/or move up to 50 pounds – *Regularly*

#### **SUPERVISORY RESPONSIBILITIES:**

This position has supervisory responsibilities for Bargain Center staff, up to approximately 15 employees.

#### **EDUCATION/EXPERIENCE:**

- Bachelor's Degree in Business, Marketing, Retail Management/Hospitality, or a related field desired.
- Five (5)+ years direct experience in retail environment or experience in a related field, with increasing levels of responsibilities.
- Three (3)+ years of Management/Supervision experience

#### **REQUIREMENT:**

Montana Rescue Mission is a privately funded 501 (3c) non-profit, Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to sharing the Gospel by being an exemplary provider of effective and efficient solutions for those we serve, from a distinctly Christian perspective.

***My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive. I agree that I can do this job as described unless noted otherwise on this form.***

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Signature

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Printed Name

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Date