

Wise Penny Store Supervisor

Position: Supervisor

Job Type: Full-Time

Hours: Up to 40 hours per week

Compensation: Starting at \$17.00 per hour, PTO, Holiday and Sick Leave

About Us: *The Junior League of Baltimore, Inc., is an organization of women whose mission is to advance women's leadership for meaningful community impact through volunteer action, collaboration, and training. The Wise Penny is a thrift store owned and operated by the Junior League of Baltimore. The shop provides quality new and "gently used" clothing and household items at affordable prices. Proceeds are used for funding the League's community projects. Since opening in 1970, The Wise Penny has raised over \$2.5 million to support the League and its programs.*

Responsibilities:

- Providing exemplary customer service and promoting a culture of honesty, integrity, and belonging
- Training and coaching store staff on merchandising and visual guidelines, loss prevention standards, store policies and best practices, city and state safety guidelines, etc.
- Creating staff schedules and assigning daily/weekly associate work plans
- Providing input for staffing decisions
- Regularly communicating with direct supervisor and Wise Penny committee Chair to support the sales goals and inventory flow needs of the store
- Maintaining data and financial integrity, including but not limited to KPI reporting, opening and closing paperwork, register and deposit count accuracy, and transaction accounting
- Providing and accepting regular recognition, coaching, and feedback to/from store staff and management
- Managing and engaging volunteers through assigning tasks and training
- Addressing customer needs and complaints using conflict resolution and situational de-escalation tactics
- Helping to update standard operating procedures (SOPs)
- Maintaining a minimum backlog of product in the stock room
- Ensuring that merchandise, windows, and displays are visually appealing, neat, and shoppable

You'll be successful in this role if you:

- ✓ Have an appreciation and respect for the second-hand retail industry
- ✓ Enjoy working with people from different backgrounds
- ✓ Have a love for Baltimore City
- ✓ Want to work for an organization with a commitment to DEIB (*Diversity, Equity, Inclusion and Belonging*)
- ✓ Are looking for an opportunity to express your creativity and business savvy

Required Skills and Qualifications:

- A minimum high school diploma or GED
- 3+ years in corporate retail, secondhand retail, small business retail, or gift shop store management/leadership
- Must be able to safely lift up to 50 pounds
- Proof of COVID-19 vaccination before your final interview
- Complete a pre-employment background check
- Reliable transportation
- Superior organizational skills with attention to detail
- Capable of handling multiple tasks at one time
- Ability to respond appropriately to changes in direction or unexpected situations
- Excellent communication and interpersonal skills

Preferred Skills:

- Bilingual (English and Spanish)
- 2+ years of visual merchandising experience

Weekly Day Range:

- Weekend availability required

COVID-19 considerations:

- The Junior League of Baltimore and The Wise Penny follow federal, state, and local guidelines and recommendations.