

**Position:** Wise Penny Store Manager

**Hours:** Full-time, up to 40 hours per week

**Compensation:** Range \$17-\$20/hour; PTO, holiday and sick leave

**About Us:** *The Junior League of Baltimore, Inc., is an organization of women committed to promoting voluntarism, developing the potential of women, and improving communities through the effective action and leadership of trained volunteers. 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:**

Role models exemplary customer service and promotes a store and staff culture of honesty, integrity, and belonging

Takes an active role in the training and coaching of store staff on merchandising, and visual guidelines, loss prevention standards, store policies and best practices, city and state safety guidelines, and more

Creates staff schedules and assigns daily/weekly associate work plans in order to ensure tasks and projects are on track

Supports hiring and firing of store staff through providing feedback, input and evidence for staffing decisions

Thought-partners and regularly communicates with direct supervisor and Wise Penny committee Chair to support the sales goals and inventory flow needs of the store

Maintains data and financial integrity, including but not limited to KPI reporting, opening and closing paperwork, register and deposit count accuracy, and transaction accounting

Provides and accepts regular recognition, coaching and feedback to/from store staff and management

Manage and engage volunteers through assigning tasks and training

Addresses customer needs and complaints using conflict resolution and situational de-escalation tactics

Assists with the updating of standard operation procedures (SOP)

Maintains minimum backlog of product in the stock room

Ensure that merchandise, windows and any 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 both 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 being fully vaccinated before your final interview
- Clear 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 and Qualifications:**

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

Please email your resume to [fundraisingvp@jlbalt.org](mailto:fundraisingvp@jlbalt.org)