Resale Select Experience Leader
September 2020

Interfaith Outreach & Community Partners’ mission is to engage the heart and will of the community to respond to emergency needs and create opportunities for all to thrive. Interfaith Outreach is a human service nonprofit that ignites the power of community to provide urgent and strengthening services in eight Twin Cities western suburbs so families can live their best lives, children can succeed, and the entire region can prosper and shine. Serving the west Hennepin County communities of Hamel, Long Lake, Medicine Lake, Medina, Minnetonka Beach, Orono, Plymouth and Wayzata since 1979. For more information, visit iocp.org.

Interfaith Outreach is looking for highly qualified candidates for our part-time Resale Select Experience Leader position. The Resale Select Experience Leader leads day-to-day operations of Interfaith Outreach’s resale store. This includes helping ensure policies and procedures are clearly understood and followed during a shift. The Resale Select Experience Leader works alongside volunteers, supporting and empowering them while providing overall leadership of Resale Select. This position ensures a welcoming experience for all customers, donors and volunteers.

The Interfaith Outreach work environment is client centered, values driven, team oriented, fast paced, diverse, and focused on learning and professional development. We have a strong internal culture of collaboration and team support, as well as a deep commitment across staff to mission.

Core Areas of Responsibility Include:

- Welcome, support and direct volunteer staff throughout the day, filling in critical positions when needed.
- Coach and direct volunteers in working with a diverse community of customers, donors, clients and volunteers.
- Lead debrief conversations to help volunteers process situations together.
- Support volunteer retention by welcoming new volunteers, recognizing individuals, and sending emails and thank you cards when appropriate.
- Ensure store policies and procedures are followed.
- Fully understand the technology infrastructure (Point of Sale system) to support volunteers and fill in cashier position when needed. Troubleshoot technology problems as they emerge.
- Assist with interior store signage to promote departments and specials, as directed by Store Manager and volunteer leaders.
- Coordinate the redistribution of donations to other agencies and manage the warehouse storage for optimal use throughout shift.
- Close out cash registers at the end of the day with accuracy and close attention to detail.
- Maintain a positive and welcoming store that is inviting to all volunteers, customers and donors.
- Support food shelf with receiving donations and the Food to You program when needed.
- Perform other duties as requested by supervisor.

Schedule Requirements: 10 - 20 hours per week, including every other Saturday. Store Manager will schedule hours with Resale Experience Leader on a bi-weekly basis.
**Required Qualifications Include:**

- Associate’s degree
- Experience working in a retail setting
- Attention to detail
- Timely and reliable
- Superior interpersonal skills — ability to work with a variety of people and build trusting relationships
- Ability to work both collaboratively and independently; be self-directed
- Strong interpersonal skills
- Strong communication skills, both written and verbal
- Excellent time management skills; ability to juggle multiple priorities in a timely manner
- Experience with Microsoft Word and Outlook
- Ability to understand and learn database (Point of Sale) programs quickly
- Strong execution and follow-through
- Flexible, able to fill in as needed

**Candidate Characteristics:**

To be successful as a staff person at Interfaith Outreach, the ideal candidate possesses the following characteristics and traits:

- A deep commitment and passion to Interfaith Outreach’s mission and work
- A generator of new ideas and approaches while honoring the organization’s rich history
- A versatile person who can work successfully in a broad array of organizational settings
- Demonstrated cultural competence with a focus on equity and inclusion
- Highly skilled at communication and collaboration
- Able to work effectively with volunteers
- Strong advocate for people living in poverty and social justice work
- Creative with the ability to think out of the box
- Approachable and a good listener
- An authentic leader who serves as a role model to staff, student interns and fellow colleagues with a transparent approach; ability to earn esteem and confidence of the leadership team

We offer a competitive salary.

**Interested candidates should submit a resume and cover letter to** [humanresources@iocp.org](mailto:humanresources@iocp.org). **Candidates are considered as submissions arrive. Position open until filled.**

Interfaith Outreach values a diverse work environment.

People of color and people from other underrepresented communities are strongly encouraged to apply.

Interfaith Outreach is an Equal Opportunity Employer.