



Position Announcement Thrift Store Program Manager

Bilingual/Bicultural Skills Preferred!

Located in Madras, Oregon

SUMMARY:

Heart of Oregon Corps is hiring a qualified Thrift Store Program Manager with professionalism, talent, and motivation to empower positive change in the lives of young people. We're looking for a dedicated and resourceful person with a passion for managing a retail thrift store business and teaching work readiness skills to diverse students who experience disabilities. Applicants with Bilingual (Spanish or Warm Springs Confederated Tribes Language) and/or Bi-cultural (Latinx or Warm Springs Indigenous) skills are strongly preferred.

ORGANIZATION INFORMATION:

At Heart of Oregon Corps (HOC), 16-24 year-old local young people facing significant barriers to success are given the opportunity to improve their lives through job skills training and alternative education. Across Heart of Oregon's six programs, over 300 youth a year learn employability and leadership skills while working on projects that improve their own communities. We train tomorrow's workforce today. Learn more at www.heartoforegon.org.

POSITION INFORMATION:

We are looking for a Thrift Store Program Manager who can manage store retail operations while implementing a program that trains 16-21 year old students, who experience disabilities, in customer service and job readiness skills. This position is the sole Manager-level position at the Madras store location and is independently responsible for all store and program operations. Job conditions are in an indoor environment and include frequent walking, prolonged standing, pushing/pulling/reaching, and occasional lifting of up to 50lbs. Saturdays (with Sun/Mon weekends) are required. The position is supervised remotely by a HOC Program Director, who oversees multiple HOC programs. Primary responsibilities fall in three major areas:

Thrift Store Business and Retail Operational Management

- Manage thrift store business and retail operations including opening/closing, retail systems, stocking, processing donations, sales, and store safety and maintenance.
- Provide excellence in customer service and satisfaction, ensuring youth participants and volunteers uphold customer service standards. Set appropriate boundaries with customers and utilize conflict de-escalation skills as needed to ensure store and participant safety.
- Strive to meet revenue (sales) and expense goals as set within approved budget.
- Operate a cash machine, handle cash, make deposits, complete financial sales reports, interpret store budget and procure needed supplies and services within approved budget.
- Implement marketing, advertising, and promotion actions to increase store sales within budget.
- Supervise, train and schedule Thrift Store Sales Associate position(s). Support staff in delivering culturally competent and inclusive programming.

Program Management and Youth Development

- Manage, innovate, and implement job skills training programming for youth with disabilities in the thrift store environment.
- Involve and leverage school district relationships and staff to enroll and train eligible students.
- Coordinate and implement program job skills training activities (including but not limited to youth and parent orientation, training and curriculum activities, schedules, transportation, program celebrations, assistance with post-program job placement, etc).
- Manage and resolve student disciplinary or grievance issues in accordance with HOC policy and in close coordination with school district staff
- Ensure program design and curriculum is culturally competent and incorporates best practices in disability inclusion, youth development and workforce development. Utilize bilingual (Spanish or Confederated Tribes of Warm Springs Language) and bicultural skills to create a welcoming and engaging environment for all customers and students.
- Track data and activities, utilizing paper and web-based reporting systems. Utilize data to inform program design improvements. Write participant or program evaluations and reports.
- Maintain and update (or create, as needed) appropriate policy and procedure manuals for programs. Cross train HOC and partner staff to ensure program continuity

Partnership Development and Leadership

- Manage and develop established partnerships with Jefferson County and Culver School Districts, the Oregon Vocational Rehabilitation Youth Transition Program, and chamber memberships.
- Recruit and train needed interns and/or volunteers through Work Experience, Jobs Plus, School District Education Assistants, to provide additional adult supervision in the store.
- Serve as an ambassador for HOC, especially HOC's Jefferson County and Warm Springs Confederated Tribes relationships, through attendance, participation, and presentations at community and partner events and through branding and promotional activities.

QUALIFICATIONS and QUALITIES:

The ideal candidate will have a minimum of 2 years or more of directly relevant experience to include supervisory and retail management responsibilities. A Bachelor's Degree is required unless candidate can document *additional years* of equivalent position experience. A combination of the following other qualifications/experiences is highly *preferred*:

- Bilingual (Spanish or Warm Springs Confederated Tribes Language) and/or Bi-cultural (Latinx or Warm Springs Indigenous) skills
- Independent management of a successful retail business
- Youth case management, behavior management, and/or education experience
- Disability-related inclusion, accommodation, and training experience

In addition, a successful Thrift Store Program Manager candidate will be able to:

- thrive in a fast-paced, challenging, and fun environment
- multi-task among youth training and customer service demands
- prioritize safety and organization
- possess a good sense of fun, creativity, and humor!
- thrive in a multicultural, multiracial, diverse community

(cont)

SALARY AND BENEFITS:

Salary starts at \$42,640, annually. Saturdays required (with a Sun/Mon weekend). This is a full-time, year-round, salaried (exempt) staff position. It includes employee health, dental and vision benefits *paid 100% by the employer*, 9 paid holidays, and 80 hours paid vacation and 40 hours paid sick time/year, with leave benefits increasing after 2 years of service. See <http://heartoforegon.org/who-we-are/careers.html> for a full benefits summary.

PROCESS:

If you are interested and qualified, we are interested in hearing from you! Please submit the following to: [hr\(at\)heartoforegon.org](mailto:hr(at)heartoforegon.org) or PO Box 279, Bend OR 97709 or 541-306-3703 (fax)

- HOC Employment Application (<http://heartoforegon.org/who-we-are/careers.html>)
- Cover Letter (stand-alone or in the body of an email)
- Resume

Final candidates will need to complete an interview, additional paperwork, provide references, and complete a post-offer background check and drug screening. Valid driving license and insurable driving record required for occasional business driving, drivers must complete a DMV check. We are an Equal Opportunity Employer, women and minority candidates are encouraged to apply.

Submit application packages by March 15th, 2021 for full consideration.

Applicants will receive a confirmation of receipt and interviews will begin the week of March 22nd. Our goal is to start the position in early April. All applicants will be contacted regarding the results by the end of the process. We strive to respect the time and effort required to apply and provide updates and information along the way.

Online questions are welcomed and can be directed to hr@heartoforegon.org. Thank you for your interest and good luck!

Heart of Oregon Corps is an equal opportunity employer; auxiliary aids and services are available upon request to individuals with disabilities. Alternative formats are available upon request by contacting hr@heartoforegon.org.