

Fort Bend Women's Center Resale Operations Director

Are you a self-starter who thrives in a fast-paced, resale environment? Someone who leads by example while driving for results? Do your personal values align with our core values of service, passion, integrity, respect, innovation and teamwork? Fort Bend Women's Center is hiring an experienced multi-store retail leader with a proven track record of overachieving.

The Resale Operations Director is responsible for leading and inspiring multiple PennyWise Store teams (60+ employees) to provide an exceptional customer experience and contribute to the continued loyalty of the brand while driving for results. Responsible for achieving more than \$3 million in gross sales annually, the director will also analyze individual and team performance against goals and implement marketing and sales strategies to meet financial objectives. Why? To make a difference in the lives of survivors of domestic violence and sexual assault and their children.

RESPONSIBILITIES:

The PennyWise Resale Operations Director will manage all aspects of profitability and operations of stores through store managers. Supports agency mission, strategies and vision while translating into daily operations and execution. Provide profit and loss management, budget control and adherence of all policies and procedures. Through teams, the PennyWise Resale Operations Director will cultivate a customer experience in the stores which represents the high standards of the Fort Bend Women's Center brand. Actively involved in the overall agency direction and demonstrates the ability to positively guide teams to achieve goals.

ESSENTIAL FUNCTIONS:

- Model FBWC core values: Service, Passion, Integrity, Respect, Innovation and Teamwork.
- Provide exemplary leadership while directing and supporting a team of store managers to meet and exceed expectations.
- Facilitate and document the development of the managers and store teams. Actively coach or counsel performance issues on a regular basis.
- Uphold performance standards and ensure alignment and consistency across all resale locations.
- Foster a work environment where staff are encouraged to communicate creative and innovative ideas.
- Establish appropriate direction and communication - conduct regular meetings and conference calls to set expectations and provide guidance and feedback.
- Cascade goals to the stores and analyze performance to ensure the success and contribution to the agency's overall objectives.
- Achieve goals through teamwork, coaching while attaining high standards of operational excellence.
- Develop and implement the annual marketing plan to increase sales, donations and awareness of PennyWise Resale Stores.
- Ensure proper execution of all agency directives and marketing initiatives.
- Develop and implement visual merchandising standards in the stores.
- Oversee day to day activities by monitoring individual and combined store financial results and expense control. Utilize business analytics tools to enhance store profitability and maximize the return on the operational investment.

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- Continually pursue process improvements to enhance store efficiencies.
- Protect agency assets by ensuring compliance of company policies and procedures to reduce losses.
- Observe all safety regulations; participate in safety training; report all unsafe conditions to the appropriate company personnel.
- Uphold high standards of customer service. Collaborate with leadership and cross-functional departments to improve and ensure a positive customer experience on a consistent basis.
- Manage, develop, and implement best practices for store processes while balancing efficiencies without compromising the overall customer experience.
- Conduct routine visits to review and provide feedback on store performance in financial and metric goals, staff development and other objectives.
- Adhere to all agency policies including but not limited to Attendance, Anti-Harassment, Progressive Discipline, and Employee Discount policies.

QUALIFICATIONS:

- Bachelor's Degree or equivalent education/experience.
- Minimum of 5 years multi-unit retail management experience.
- Demonstrated ability to keep multiple locations aligned while executing initiatives.
- Proven track record of driving sales and profitability at combined and individual stores.
- Demonstrated ability to develop, lead and motivate teams at all store levels.
- Proficient in project management from conception to completion and excellent office suite capabilities
- Exceptional skills in time management and planning capabilities.
- Strong quantitative and qualitative analytical skills and an ability to quickly identify, assess and resolve issues.
- Must possess exceptional oral and written skills.
- Possess a proven ability to identify and develop internal talent and recruit top external talent to support business growth.

MANAGEMENT COMPETENCIES:

- Managerial Courage
- Developing Others
- Organizational Agility
- Drives for Results