



**Position:** Director of Resale Operations

**Reports to:** Executive Director

**Objective:** The Director of Resale Operations is responsible for overseeing all WINGS Resale stores to maximize net profit while meeting the needs of the Agency, customers and clients. The Director manages sales and operations, controls expenses and payroll, handles personnel issues, merchandising, and loss prevention. The Director is ultimately responsible for ensuring the highest level of customer service throughout the stores. The Director is a role model and leader and must solve problems, make informed decisions and manage the workforce and time wisely in order to achieve maximum results.

**Key Responsibilities:**

- Drive sales revenue and manage operating expenses to achieve resale performance goals as set by the board.
- Develop vendor/donor channels to support merchandising plan.
- Create working relationships with store managers, staff and board resources to achieve resale organization's objectives.
- Represent WINGS resale organization to community at large and develop relationships with community organizations and business leaders to drive WINGS awareness and loyalty among these groups.

**Overview of Tasks:**

- Assist in the recruitment and hiring of highly qualified Resale staff to meet WINGS needs.
- Manage budget, administer payroll and benefits.
- Conduct orientation, train and coach the Resale Managers in the execution of daily tasks and to maximize sales, ultimately holding Store Managers accountable for the daily operations and sales.
- Participate in administering WINGS policies and developing long range goals and objectives.
- Ensure that proper channels of communication exist between the stores and Executive Management.
- Communicate company matters with Store Managers.
- Ensure Resale staff follows WINGS policies, standards and procedures, such as safekeeping of funds and property, personnel practices, security, sales and record-keeping procedures, and overall maintenance of the stores by performing periodic audits.
- Continuously provide feedback to Resale Managers and Acquisition Staff on their performance and conduct annual employee reviews.
- Plan and conduct regular meetings with Store Managers, Sales Associates, Movers (Acquisition) and Volunteers.
- Help solve problems that affect the stores service, efficiency, and profitability.
- Develop new merchandise streams to drive sales.
- Coordinate promotion activities and pricing of merchandize across all stores.



- ❑ Provide guidance to Store Managers to maximize use of resale floor space.
- ❑ Ensure highest quality and high quantity donations, including furniture, is secured on a continuous basis to maximize revenue.
- ❑ Oversee inventory control, logistics and furniture donations.
- ❑ Inspect premises of stores to ensure that adequate security exists and that physical facilities comply with safety and environmental codes and ordinances.
- ❑ Ensure resale staff provides WINGS clients with appropriate service and needed merchandise.
- ❑ Staff Liaison to Resale Store Advisory.
- ❑ Foster strong, collaborative relationships with key cross-functional co-workers at all levels to deliver strong results.
- ❑ Other duties as required.

### **Skills and Competencies:**

- ❑ Ability to develop and train work force, build relationships, utilize skills of work force most appropriately.
- ❑ Ability to merchandise and manage store operations effectively.
- ❑ Ability to provide outstanding customer service.
- ❑ Ability to maintain a fair, consistent set of standards as they apply to work force.
- ❑ Ability to adjust priorities and manage time wisely in a fast-paced environment.
- ❑ Ability to communicate in a clear, concise, understandable manner, and listen attentively to others, understand written material, and provide instructions to all employees.
- ❑ Ability to operate all equipment necessary to perform the job.
- ❑ Self-motivated and the drive to motivate managers in high paced settings.
- ❑ Ability to problem solve in an ever-changing, fast-paced environment.
- ❑ Ability to work with a diverse workforce made up of staff and volunteers from a variety of cultures.
- ❑ Ability to be both a great team player and a team leader.
- ❑ Effective use of computer to create, maintain, understand and communicate documents.

### **Requirements:**

- ❑ Ability to work a full-time schedule including nights, weekends, and holidays.
- ❑ 5 or more years retail management experience; overseeing multiple stores and resale experience a plus.
- ❑ 4 year college degree or equivalent.
- ❑ Strong interpersonal, communication, organization and follow-through skills
- ❑ Experience in using Microsoft Office and retail applications.
- ❑ Must be able to lift up to 35 pounds on a regular basis
- ❑ Experience in effectively managing multiple priorities and tasks simultaneously
- ❑ Must be motivated and demonstrate a high level of professionalism
- ❑ Strong team player able to successfully interface with varied personalities and temperaments

Type: Regular full-time, exempt, salaried position with paid time off and other benefits



To apply please e-mail application (found on WINGS website), cover letter, resume and salary requirements to [jobs@wingsprogram.com](mailto:jobs@wingsprogram.com) or fax same to 847.519.7821, attention to “JOBS”.