

## **Team Lead**

### **Duties:**

- Stock sales floor
- Lead Merchandising for Labouré Exchange i.e. mannequin displays, window/store displays
- Hang merchandise
- Assist Director with store organization and plans
- Lead and coordinate seasonal displays
- Price items for sale
- Sort donations
- Direct and assist donors
- Separate and organize items for remains and recycling
- Pack and arrange holiday and offseason items
- Rotate merchandise
- Answer customer inquiries: in person, online line and over the phone
- Register operation
- Process customer sales
- Serve voucher recipients and process transactions,
- Greet and aid all visitors to Labouré Exchange
- Support Store Manager with various marketing and promotion, including but not limited to designing flyers, sale ads, etc.
- Ensure items Social Media accounts are kept active daily including but not limited to tee of the day posts, outfits, new merchandise, live sales, selfies, store recognition, etc.
- Provide additional coaching and direction to Store Associates and Store Housekeeper as needed. Communicate all coaching interactions with the Store Manager for proper documentation.
- Provide feedback on employee performance to Store Manager for use in annual performance reviews.
- Nightly reconciliation
- Make bank deposits
- Assist in new and existing employee training as directed by the Store Manager.
- Lead Store Associates and Housekeeper when Manager is not available.
- Assign work to be completed as needed as directed by the Store Manager.
- Light cleaning
- Assist Store Manager in making weekly work schedules
- Assist Store Manager in data entry as needed.
- All other duties as assigned.

**Minimum Requirements:**

- High school diploma/ GED
- 2 years of customer service experience
- 2 years of retail experience
- 2 years of management experience preferred but not required
- Basic Computer skills
- Ability to operate a copier/printer
- Basic knowledge of social media
- Good verbal communication skills
- Basic math skills
- Experience in handling cash/credit card transactions
- Problem-solving
- Enthusiasm to collaborate as a team
- Willingness to follow directions
- Good listening skills
- Effective organizational abilities
- Time management skills
- Previous customer service experience
- Good fashion knowledge
- Must be able to stand for eight hours and lift up to 20 pounds from the floor to countertop level occasionally.

**About:**

Labouré Exchange Thrift Store is a part of Vincentian Marian Youth SEMO. Vincentian Marian Youth SEMO is a 501c(3) non-profit organization dedicated to helping students in Southeast Missouri grow in their Catholic faith through formation and service programs.

