



# Job Description

## Store Manager

### **Summary of Position:**

Provide friendly, responsive service to create an exceptional experience for our customers and churches. The Store Manager's responsibility is to maintain the overall operation of the store and ensure policies and procedures are implemented and running smoothly. We cater to 50+ churches in the Diocese of Knoxville as well as outside the diocese, and communication, organization and professionalism is of the utmost importance.

### **Duties and Responsibilities**

- Manage indoor and outdoor store appearance
- Interact and communicate with staff and customers directly and constantly
- Ensure all staff exemplify customer service excellence both in person and on the phone.
- Create, manage and monitor stores overall financial performance monthly and annually
- Manage expenses and inventory to maximize profitability
- Manage invoicing and accounts payable
- Maintain relationships with parishes of the diocese to ensure needs are met
- Weekly banking and reconciling
- Processing and receiving of incoming store items.
- Manage and deal with budgets, along with detailed expenses and revenues.
- Managing monthly schedules and processing weekly employee time edits
- Oversees pricing of all store items and manage right stock control including ordering
- Recruit, hire, and train employees
- Monitor and keep the store clean and organized as needed (i.e. vacuuming, trash, bathroom, etc)
- Knowledge of Christian products