



Position: Boutique Manager

Center location: Benson

Hours: 16 hours a week, Must be available Tuesdays 4:00-7:30, Wednesdays 8:30 – 4:00, and Thursdays 1 – 5

Hourly Rate: \$14 - \$15

Position Purpose: Serve as the boutique manager at our Benson location and supervise the Bellevue Boutique Coordinator. The Benson and Bellevue boutiques provide material assistance, maternity and newborn through 5T for EPS clients and their children participating in our programs.

Responsibilities

- Develop and implement process improvements and branding for the EPS boutiques
- Create and provide a welcoming boutique environment
- Oversee acceptance and sorting of donations and organization of donations in warehouse
- Manage the client check-in and checkout processes and evaluate these processes for improvement
- Train and supervise individual and group volunteers in all areas of the boutique to include donation acceptance, sorting, stocking racks, client check-in and checkout, data entry, etc.
- Maintain stock on key inventory items, facilitate purchasing to ensure best rates and/or notify supervisor of needs to request for donations
- Responsible for maintaining and updating client database for accurate statistical purposes
- Provide orientation to new boutique clients as needed at their first visit
- Identifies opportunities for sales and promotions to clear stock and increase boutique visits
- Handle all client questions, requests and complaints in person and on the phone in a respectful and compassionate manner
- Meets monthly with Bellevue Boutique Coordinator to identify stock needs, collaborate on sales and incentives and donation processing to ensure consistency between locations
- Collaborate with the Volunteer Integration Manager to identify and staff volunteers in the boutique
- Collaborate with Creative Manager to develop all signage and visuals for the boutique to meet brand standards
- Learn and utilize the EPS Management System and identify and accomplish quarterly boutique goals with approval from supervisor
- Maintain an orderly and efficient workspace

Additional Responsibilities

- Attend monthly All Staff meetings and monthly Manager Meetings for Life Services Dept.
- Assist with special events, bi-annual Baby Showers and annual Christmas event for clients
- Follow EPS approved policies and procedures
- Maintain client confidentiality and professional boundaries at all times
- Commitment to the mission and core values of EPS.
- Willingness to become familiar with all agency services.
- Responsible for miscellaneous duties as assigned by Director of Life Services

Knowledge/Skills/Abilities: Ability to multitask, problem solve and manage interpersonal conflicts when they arise. Proficient in Microsoft Office (Word, Excel, and Outlook) and database entry. Computer literacy to include PC and iPad. Excellent verbal communication skills to interact with clients and volunteers in a professional manner in person and on the phone. Attention to detail and organizational skills are essential. Work independently and team player for projects.

Experience/Education: Minimum of high school diploma or equivalent, preferred Bachelor's degree, retail experience a plus!

Nature and Scope of Accountability: Hired by and reports to the Director of Life Services.

Apply to: Director of Life Services, Monica Mora-Handlos, monicamh@essentialps.org or by mail. Include your resume and a cover letter.