



GENERAL MANAGER

Full-Time Position

Start Date: Flexible

The Re-Up Refill Shop is seeking a General Manager. The General Manager has a diverse array of responsibilities – in short, the General Manager serves as the lead staff person managing Re-Up’s brick-and-mortar retail location in Oakland, CA. This is a new role at Re-Up and we are in search for the right fit, so the interview and hiring process will be very selective.

ABOUT THE RE-UP REFILL SHOP:

The Re-Up Refill Shop offers ecological bath, body, food, kitchen, and cleaning products in refillable containers, reducing waste from single-use plastics. In our last year of operation, we diverted more than 38,717 single use plastic containers... that's 48 cubic yards of trash — enough to fill 24 commercial dumpsters!

We are invested in being a business that is not only good for the planet, but also for our team, and the surrounding community.

ABOUT THE ROLE:

The General Manager is responsible for overseeing the day-to-day operations at the refill shop and executing the provided business strategy. The General Manager will be responsible for a wide range of tasks including but not limited to:

- Managing all staff members ~ 5 people
- Creating and managing the staff schedule
- Overseeing all ordering and inventory
- Working as the lead salesperson in the store (if needed)
- Acting as the main point of contact for staff (including days not working in the shop)
- Assisting customers in-store, by phone, and digitally
- Managing and conducting regular cleaning and deep cleanings
- Helping keep an updated staff-wide task log of general shop needs
- Managing staff communications
- Assisting in the management, hiring, and training of Sales Associates

- Helping manage some of the on-site tech including but not limited to our POS (point of sales) systems
- Maintaining shop aesthetic and quality
- Managing liquid cash and bank deposits
- Managing third party vendors such as cleaners, alarm systems, etc.
- Managing shop-wide waste and sustainability initiatives
- Overseeing shop wide inventory checks for stock and ordering supplies
- Managing all QC (quality control) in shop and customer-wide
- Managing all health and safety for staff, customers, and store
- Managing general shop upkeep and maintenance
- Holding the customer facing email account
- Working closely with ownership to implement and create new systems

ABOUT YOU:

Competencies and strengths that will make one a good fit for this role include those listed below. We are open to applicants with varying levels and types of experience, provided that the applicant displays the skills required to successfully execute the job described above. You might be a good fit if you:

- Have a consistent and strong work ethic
- Are highly organized, both physically and digitally
- Have experience working in retail at a management level
- Are people oriented
- Are a problem solver
- Have a high level of emotional maturity and strong communication skills
- Have a desire and willingness to learn new skills
- Have customer service experience at a management level
- Are in personal alignment with Re-Up's environmental mission

ADDITIONAL DETAILS:

Position Requirements

The ideal candidate has a clean driving record with a valid driver's license (preferred but not required) and is digitally organized and highly proficient in basic computer skills including the entire Google Suite. Re-Up is a COVID-safe business that follows all CDC and Alameda County Public Health guidelines. Our ideal candidate maintains and prioritizes COVID-safe practices (our whole staff is currently fully vaccinated and boosted).

Physical Demands

This position involves being on one's feet and standing for the large majority of shifts. The position also involves sitting, squatting, and needing to lift, carry, and pour heavy liquids comfortably.

Compensation

This is a full-time salaried position. The salary range is \$55,000 – \$75,000 per year depending on experience. Benefits for this position are as follows

- Employee discount of 30% – 40% off

- Monthly health care insurance subsidy
- 5 days of California-prescribed paid sick leave that is accrued over time
- 14 days of paid time off (this includes Re-Up's 4 established holidays)
- Flexible unpaid time off depending on shop needs
- California-prescribed paid jury duty leave

Schedule

The General Manager position is a full-time 40 hours per week position. The General Manager must be able and available to work Thursday – Monday every week. It is required to be able to work weekends as these are our busiest days. A typical work day is generally 8 hours. Due to our lean staff, the General Manager may occasionally need to work on evenings and/or more than 40 hours per week to fulfill the duties of the position.

Supervision

This position is supervised by Re-Up's operating co-founders and works collaboratively with all other team members.

Location

6025 College Ave, Oakland, CA 94618.

APPLICATION DETAILS:

We value the diversity of insight, perspective, and experience brought by people from diverse backgrounds. This includes Black, Indigenous, Latino, Asian people, LGBTQ, gender non-conforming people, and people with disabilities. We affirmatively seek to advance the principles of equal employment opportunity.

To Apply:

Please submit a one-page cover letter, resume, and two professional references to co-founder, Carly Fishman, carly@wastewhat.org.

We will be evaluating applications on a rolling basis, and will keep this job posting up until the role has been filled. If you have any questions about applying, please contact carly@wastewhat.org.