

# Retail and Virtual Sales Manager



Rethreaded is seeking a tech-savvy, analytical and sales-minded Retail Manager. The Retail Manager will be responsible for managing the retail sales team, the retail store operations, and the Virtual Sales program to drive E-commerce sales.

At Rethreaded, there are five career tracks that our survivor employees can choose, including sales. Not only does the Retail and Virtual Sales Manager need to be an expert in B2C selling, this position also requires skills to train and mentor our survivor employees in the sales track. This position will have a chance to truly see lives be changed by empowering and developing survivor employees. Rethreaded needs a Retail and Virtual Sales Manager who deeply believes in our mission and will help further carry out the mission of breaking the cycle of human trafficking.

Rethreaded is a 501(c)3 non-profit organization and social enterprise based in Jacksonville, Florida, whose mission is to renew hope, reignite dreams, and release potential for survivors of human trafficking through business on a global and local level. Rethreaded designs, manufactures and sells its own brand of high-quality upcycled consumer products as well as resales like-minded company's products. Rethreaded currently directly employs 11 Survivors locally and is supporting over 4000 Survivors worldwide through our sales efforts.

## ABOUT YOU

- You have AT LEAST 5 years of experience in retail store management.
- You have experience with e-commerce sales strategy creation and implementation through social media.
- You love to stay current on relevant apps, technology is your game.
- You have experience with fashion, product and lifestyle retail.
- You have great writing skills and are comfortable with content development.
- You are comfortable taking direction and working under supervision, but you can work independently the majority of the time.
- You are always a professional, but you know how to have fun, laugh often and be open and approachable for your team.
- You have to be flexible, and avoid rigid environments.
- You know how to use all the Microsoft and Google stuff in the world.
- You are proficient with Customer Relationship Management software.
- You are able to work in an open, active manufacturing warehouse. You DON'T need privacy, quiet and a distraction-free workspace to flourish.

## RESPONSIBILITIES INCLUDE

- Driving income into Rethreaded by using technology to drive product sales and donations, and providing superior experience through the retail store.
- Develop and run Rethreaded app by Comment Sold.
- Implementing, tracking, and training on agreed on sales and development strategy.
- Maintain all online inventory used in social media selling.

- Train staff on social media business development strategies, retail selling and service, retail merchandising and inventory analysis.
- Review and report on data analysis for online and retail sales performance.
- Provide Retail Sales floor coverage as necessary in the absence of the Retail Sales staff.
- Manage retail staff schedule and provide daily, monthly, and annual coaching and performance appraisals.
- Manage retail store operations, including merchandising, inventory control/ loss prevention, and sales floor cleaning and maintenance.
- Provide product or inventory level suggestions to maximize sales growth.
- Develop and execute customer engagement programs to increase customer retention and repeat business.
- Assist with outside sales events as needed.

## ADDITIONAL INFORMATION

- Full time, 40+ hours per week
- Salaried, exempt
- Base salary, plus bonus
- Partial benefits
- Reports to the Chief Operating Officer
- Preference will be given to applicants that identify as a survivor of human trafficking

## PHYSICAL REQUIREMENTS

- Able to read, hand-write and type in English
- Able to hear and understand, and clearly speak English in person and/or over the phone
- Able to regularly lift up to 30 lbs and occasionally lift up to 50 lbs
- Able to sit or stand for up to 6 hours at a time
- Able to drive and has a driver's license in good standing

Please send resume and cover letter [jobs@rethreaded.com](mailto:jobs@rethreaded.com).

*Rethreaded is a drug-free workplace. Pre-hire and random drug screens upon employment will be required. Refusal to submit to a drug screen will result in termination or retraction of any employment offer. Employees or applicants may contest a positive drug screen result to the medical review officer within 5 days of the notification of the positive drug screen result.*