

ROLE DESCRIPTION | Social Enterprise Manager



TITLE | Social Enterprise Manager

REPORTS TO | Business Development Director

TERMS | Part-time, 15-20 hours per week

LOCATION | Almost entirely in our space at 906 Division Ave South

OVERVIEW

The Social Enterprise Manager will be part of the Treetops Collective team. They will accomplish our mission and vision by owning and managing aspects of our social enterprise including, but not limited to, teen girls' employment, retail sales efforts, customer relationship building, inventory, production, and on-site and off-site events. This position will help the collective grow and spread welcome in our community and beyond.

RESPONSIBILITIES

- Attend meetings on-site, and be on-site each morning to answer questions from sewing team and support production. Cover open office/retail hours a minimum of once per week (3 hr shifts).
- Identify opportunities for sales efforts, provide recommendations, and pursue relationships with wholesale customers and contract work.
- Pursue and manage partnerships with local businesses for sales efforts and pop-up opportunities.
- Manage relationships with contract customers.
- Innovate and manage a program to employ and train 2-4 teen girls from our Sister Circles program in our social enterprise by coordinating and executing transportation, projects and work, and workforce development curriculum and activities (StrengthsFinder testing, customer service training etc.).
- Keep inventory counts up to date in our Shopify system, plan and execute regular inventory counts.
- Manage and forecast production schedules based on sales trends, events, upcoming seasonal needs, and product line launches.
- Keep all products on Shopify updated with correct variants, photos, quantity counts, and additional information for customers to understand and decide on a purchase.
- Keep the Community Manager (volunteer coordinator) up-to-date on all volunteer needs related to Social Enterprise work. Manage volunteers involved in social enterprise work.
- Respond to customer service inquiries and requests.
- Keep the makerspace clean, efficiently stocked, and working well for all collective members.
- Create packing lists for various types of sales events. Manage packing and unpacking for events.
- Accomplish timely fulfillment of all online orders. Brainstorm and execute packaging improvements for online orders and sales campaigns in partnership with the Storytelling team.
- Manage physical inventory in our space to maintain quality of each product before sale.
- Own the creation of inventory, production, supply management processes and procedures.

- Own the creation of instructions, training materials, and resources related to the social enterprise in partnership with the Business Development Manager.

QUALIFICATIONS

- Bachelor's Degree preferred
- Experience working in retail, sewing, production, or social enterprise settings
- Highly detail-oriented achiever who loves creating order and structure so that people can thrive and be creative
- Comfortable and proficient with computer software, online websites and selling platforms
- Positive attitude and flexible work style
- Equal parts creative and goal-oriented
- Highly responsible with ability to work autonomously and make strategic decisions

GOALS

- Organizational goals for role TBD
- Personal development goals for team member TBD

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