



## Job Opening

*Our Mission: to improve the community by providing employment, education, training and support services tailored to individual needs.*

**Our Values: Success – Collaboration – People – Positivity**

Position:	District Manager, Retail
Location:	Alcott Offices – 420 E. Alcott, Kalamazoo, MI 49001
Wage:	TBD
Classification:	Staff
Number of Openings:	1
Hours:	40/salary
Submit Applications To:	<a href="mailto:salbain@goodwillswmi.org">salbain@goodwillswmi.org</a>

Job Duties include but are not limited to:

The District Manager provides training and development for Retail and Commercial team members so they can reach and exceed their assigned goals for the Agency. The District Manager displays and promotes the Agency’s core values of People, Positivity, Collaboration and Success.

### **Essential Duties, Responsibilities and Functions**

- Identify training and development needs for Retail and Commercial staff and associates so they meet and exceed sales and production goals
- Develop and maintain retail training manuals and materials, assist with POS systems
- Oversee retail operations and troubleshoot issues, help to resolve customer issues and ensure stores are providing excellent customer service.
- Provide guidance to retail management and build strong working relationships
- Ensure that team members follow company policies and procedures at all times

Qualifications include but are not limited to:

### **Required Knowledge, Skills and Abilities**

- Demonstrated competence in written and oral presentation and communication skills
- Demonstrated skill in leadership and management
- Minimum three years’ experience working in retail environment
- Knowledge of safety practices in retail and production operations
- Ability to solve interpersonal communication problems
- Diploma or GED required
- Bachelor’s degree or equivalent combination of experience, education and training preferred
- Must be able to lift 35 pounds repeatedly; daily reaching, bending, twisting; daily walking, sitting, driving; keyboarding, speaking

*Equal Opportunity Employer: Persons are recruited, hired, assigned and promoted only on the basis of job related criteria and without regard to age, ancestry, arrest record, citizenship, color, familial status, gender, gender identification, height, marital status, national origin, non-job-related disability, race, religion, sex, sexual orientation, veterans’ status or weight. This includes those affected by pregnancy, childbirth or related medical condition.*