



## General Manager – Gather

Job Title: General Manager, Gather

Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Location: Brunswick

Supervisor: President and CEO

Travel: 10% or less

FLSA: Exempt

### **Mission**

The GP is a Christian mentoring and student leadership development organization that exists to REACH students with the Gospel, EQUIP them as leaders, and SEND them to serve their communities and the world.

### **Position Summary**

The General Manager will oversee and provide leadership for all aspects of operations, growth, and program implementation at Gather, the GP ministry center. The position will ensure that the thrift store and café components of the center operate in a productive manner to reach or exceed sales goals through creative, entrepreneurial, and collaborative leadership. The position will also oversee a team of staff and volunteers to operate the center with a Christ-centered spirit that aligns with The GP mission and vision.

### **Key Skills**

1. *Interpersonal Skills:* Expert in managing people within and outside the organization, including employees, volunteers, community leaders, and donors.

2. Organizational Skills: Ability to maintain ministry center workflow, cast vision, and communicate effectively to set a course for the center.
3. Analytical Skills: Capable of evaluating practices, marketing, sales, and team management, and driving necessary changes.
4. Creative Thinking: Confident problem solver, positive attitude, entrepreneurial mindset, and effective delegator.

### **Key Operations Duties**

1. Ensure that all employees, volunteers, and students adhere to the philosophy and policies of The Gathering Place.
2. Provide leadership and ensure exceptional customer service experiences for customers, donors, employees, clients, and volunteers. Train staff to offer a consistently warm welcome.
3. Plan, prepare, and publish work schedules, assigning duties to employees, students, and volunteers.
4. Implement and ensure consistency in pricing policies.
5. Ensure the store appearance and merchandising layout are attractive, clean, customer-friendly, and free from hazards.
6. Order merchandise and store supplies from the warehouse.
7. Address inquiries or complaints, referring serious matters to the immediate supervisor.
8. Ensure timely processing of all incoming merchandise.
9. Ensure team follows all safety guidelines to promote workplace safety.
10. Develop and implement a strategic plan and vision for Gather ministry center.
11. Oversee efficient and effective day-to-day operations and foster teamwork throughout the organization.
12. Prepare and communicate monthly and ad-hoc reports, including program outcomes, to the President and CEO.
13. Maintain regular communication with the CEO, advising on issues and developing strategies with the Board.

14. Develop staff performance targets and lead direct reports to achieve annual goals.
15. Other duties and responsibilities as requested by the President and CEO and Board.

### **Additional Duties for General Manager of a Retail Store**

1. Develop and execute marketing strategies to drive store traffic and sales.
2. Manage inventory levels and optimize stock based on sales trends.
3. Oversee the implementation of promotional activities and in-store events.
4. Train and mentor employees to enhance customer service and operational efficiency.
5. Develop and enforce loss prevention policies to minimize shrinkage.
6. Analyze sales data to identify opportunities for growth and improvement.
7. Ensure compliance with health and safety regulations.
8. Oversee maintenance and upkeep of the store, including equipment and fixtures.
9. Coordinate with suppliers and vendors for timely delivery of goods.
10. Implement customer feedback systems to continuously improve service quality.

### **Finance & Resource Development**

1. Provide financial management including bookkeeping, budgeting, forecasting, planning, reconciling, analysis, and reporting.
2. Ensure cash reconciliation with sales receipts, maintain daily sales records, and transmit daily sales reports to the Director's office.
3. Prepare an annual comprehensive budget under the CEO's oversight, ensuring the organization stays within budget and follows sound accounting procedures. Monitor monthly cash flow.
4. Prepare and make bank deposits as needed.
5. Develop and maintain relationships with donors and community members, strategizing creatively for new sources of donations and revenue.

## **Community Impact and Programs**

1. Work with GP Glynn program staff to ensure smooth implementation of GP workforce development programs and support new ministry initiatives.
2. Regularly evaluate program components to measure successes and communicate them effectively to the President and CEO, board, funders, and other constituents.
3. Cultivate community awareness of Gather and The Gathering Place. Attend local events and develop relationships/partnerships with key leaders and local organizations.

## **Internal and External Interaction**

### *Internally:*

1. Work closely with the President and CEO, and GP Board as needed.
2. Collaborate with GP Glynn staff as they utilize the center.
3. Supervise staff and volunteers. Oversee consultants as needed.

### *Externally:*

1. Interface with students, parents, ministers, church staff, school administrators, community partners, donors, government agencies, vendors, and other stakeholders as defined by The Gathering Place strategic priorities.

## **Minimum Education and Qualifications**

- 3+ years in retail management.
- Superior communication and leadership skills, with proven experience in handling demanding situations and building, executing, and evaluating program effectiveness.
- Personal commitment to the mission and values of The Gathering Place and a personal relationship with Jesus.
- Strong business and community-building acumen.
- Ability to work independently and as part of a team.

- Proficiency in computer programs including Quickbooks, Word, Excel, PowerPoint, and social media tools.
- Experience in a diverse and cross-cultural environment and recruiting/managing staff and volunteers.
- Demonstrated ethical behavior, reliability, and discretion.
- Strong organizational skills, with the ability to plan and prioritize workflow.

### **Work Environment**

1. Active and on your feet, moving merchandise, greeting customers, and leading staff.
2. Requires some evening and weekend work.
3. Ability to lift, carry, pull, and push up to 30 lbs. intermittently and work in various physical positions for prolonged periods.
4. Ability to work in outdoor environments under various weather conditions when needed.

**Supervisor:** President/ CEO

**FLSA:** Exempt, Full-Time position

**Apply by sending resume to:** [jimmy@TheGP.org](mailto:jimmy@TheGP.org)

Disclaimer: All applicants must submit to background check and drug screening. This job description not designed to be a complete list of all duties, responsibilities, and safety requirements required of this position.

Equal Opportunity Employer