



Opening Date: 09/11/2017  
Closing Date: When Filled

## Shoppe for Hospice Manager

SUPERVISOR: Executive Director  
FLSA STATUS: Non-Exempt

JOB TYPE: Part-Time

### **SUMMARY JOB DESCRIPTION:**

The Shoppe for Hospice Manager is responsible for all aspects of operating the “Shoppe for Hospice” retail store. Responsibilities include supervising volunteers, preparing schedules to ensure coverage, maintaining and rotating inventory as needed, strategizing ways to maximize sales, and ensuring that all revenues are deposited daily. Other duties as assigned.

### **ESSENTIAL JOB FUNCTIONS:**

#### **MANAGE SHOPPE FOR HOSPICE**

1. Supervise Shoppe Volunteers
  - a. Work alongside the Communications & Volunteer Coordinator, train volunteers on Shoppe procedures and Hospice philosophy.
  - b. Prepare volunteer schedules to ensure coverage.
  - c. Ensure that volunteers are submitting timesheets correctly.
  - d. Maintain positive communication with Shoppe volunteers.
  - e. Ensure that the Shoppe store is clean, well maintained, and a safe environment for both volunteers and customers.
  - f. Work alongside the Communications & Volunteer Coordinator, conduct required evaluations, job competency reviews, and job description reviews of volunteers, as necessary.
2. Merchandising
  - a. Receive and process all donations from the public, including re-donating items, not sold at the Shoppe, to other non-profits.
  - b. Solicit donations from organizations.
  - c. Maintain and rotate inventory as needed.
3. Financial Management
  - a. Ensure that all revenues are deposited daily.
  - b. Strategize ways to maximize Shoppe sales in conjunction with agency leadership.
  - c. Solicit donations from location craftsmen for painting, carpenter work (shelves, signage, etc.).
  - d. Ensure that Shoppe costs are low and funds coming into the Hospice House are high.
4. Advertising
  - a. Work with the Communications & Volunteer Coordinator to boost sales and interest in the Shoppe.
5. Customer/Client Focus
  - a. Provide great customer service to all who shop.
  - b. Ensure volunteers provide great customer service; providing feedback when necessary.
  - c. Manage and assist in the handling of customer inquiries and complaints.

#### **CORE COMPETENCIES**

1. *See competencies.*



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### **KNOWLEDGE, SKILLS, AND ABILITIES**

1. Knowledgeable in the use of modern technologies; i.e. computers, tablets, cellular telephones, etc.
2. Knowledge of Microsoft Office Suite.
3. Ability to express ideas and convey information effectively, both orally and in writing.
4. Ability to be detail-oriented, well organized, and a reliable team player.
5. Ability to work as a member of a team and effectively with all levels of staff.
6. Ability to work a flexible schedule.
7. Ability to work independently.
8. Problem-solving & leadership skills.

### **MINIMUM QUALIFICATIONS**

1. High School Diploma, GED, or equivalent.
2. At least 1 year of retail management experience.
3. Excellent communication skills and experience with conflict resolution.
4. Intermediate Computer Skills.
5. Valid Driver's License, Current Auto Insurance, and Dependable Transportation.
6. Lives within 30 miles of job site (located in Prince Frederick, MD).

### **PREFERRED QUALIFICATIONS**

1. Multiple years of retail management experience or equivalent is preferred.
2. Bachelor's degree in Business Administration or equivalent is preferred.

#### **To Apply:**

Please visit our website at [www.calverthospice.org](http://www.calverthospice.org) and complete the application.

Submit completed application, cover letter, resume, salary requirements, and the names of three references (at least two professional) by one of the following methods:

#### **E-mail:**

humanresources@calverthospice.org

#### **Fax:**

410-535-5677

*Attn: Human Resources*

#### **Postal Mail:**

Human Resources

Calvert Hospice

P. O. Box 838

Prince Frederick, MD 20678

We seek applicants who share our passion, who have excellent communication and technical skills with a desire to work as a team. If you have a passion for hospice we would love to hear from you.

Calvert Hospice requires drug screenings, background checks, and reference checks for all positions.

*Calvert Hospice is an Equal Opportunity Employer*



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*All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation*