



**ROCK**  
C H U R C H

**JOB DESCRIPTION**

Position: **Store Manager**  
Reports to: **Retail Services Director**  
Position Status: **Full-Time, Exempt**

Department : **Retail/Operations**  
Effective: **September 2011**  
Replaces: **All previous**  
Position Number: **RC- 35-11**  
Posting Date: **September 12, 2011**  
1<sup>st</sup> Closing Date: **September 19, 2011**

**Position Summary:** The Store Manager assists in all operational and developmental aspects of the Rock Retail location in a manner that will honor God, ensuring the highest ethical standards. The Store Manager reports directly to the Retail Services Director.

**Job Responsibilities and Duties:**

1. Meet established sales goals; Reports monthly vitals and goals.
2. Supervise all operational aspects of the retail store.
3. Establish annual objectives and strategies.
4. Identify new sales methods and be knowledgeable of new trends to achieve monthly goals.
5. Ensure exceptional in-store experience for all customers.
6. Establish the retail identity and the Rock Church brand through store presentation, merchandise management, and marketing strategies to the community.
7. Oversee paid and volunteer staff including recruiting, interviews, training and retaining associates for the store while implementing governance.
8. Ordering of all store products (when necessary) and maintain proper inventory levels.
9. Generate monthly accounting reports and year-end inventory audit.
10. Oversee website, and online sales, working closely with IT department.
11. Implementation and maintenance of all store operations activities, cash handling procedures, and training materials.
12. Responsible for ensuring proper procedures for the opening and closing of the store.
13. Become a strategic partner with the community through active involvement, relationships, and business support.
14. Learn and instill the Rock DNA, organization, operations processes and policies at store level.
15. Establish and maintain relationships with vendor suppliers.
16. Oversee security of location assignment, and evaluate loss prevention tactics.

The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks under the direction of the Retail Service Director.

**Job Skills and Requirements:**

1. College Degree desired but not essential or equivalent education and experience.
2. Three to five years experience in retail management with experience in managing retail staff, training, development, customer service and scheduling.
3. Two to three years of sales experience preferred.
4. Must have merchandising skills and be able to implement marketing strategies.
5. Excellent communication (verbal and written) and organizational skills.
6. Strong customer focus.
7. Experience with QuickBooks Accounting software desired but not essential as training will be provided.
8. Experienced in conflict resolution.
9. Self-motivated and flexible.
10. Ability to recognize and maintain confidentiality as appropriate.
11. Proficient in Microsoft Windows based computer systems.
12. Maintain class C driver's license.

**Expectations of Staff:**

1. Christ-centered behavior at all times. i.e. treating people with dignity, respect, compassion and integrity.
2. For all grievances, follow Matthew 18 and Ephesians 4:15.
3. Proactive participation in the Strategic Ministry Model.
4. Successful completion of a background check.
5. Pleasant and professional personality and appearance.
6. Regular attendee of a Rock Weekend service.
7. Regular involvement in Rock Church activities, ministries and events.
8. Attendance at all mandatory meetings (and events, as needed).
9. A tithe of 10% to the Rock.
10. Signed acknowledgement of the Rock Church Statement of Faith.
11. Adheres to policies and procedures as stated in the Rock Church employee handbook.
12. Registered and active in the Rock A.R.M.Y.

**Physical Requirements**

Ability to function independently and ability to speak. Physically able to lift up to 25lbs (with or without assistance). This position also may require long periods of standing up and walking.

**Employment At-Will:**

All employees of the Rock Church are at-will, and as such, are free to resign any time without reason. The Rock Church likewise, retains the right to terminate and employee's employment at any time with or without reason or notice.

Nothing contained in this job description or any other document provided to the employee is intended to be, nor should it be, construed as a guarantee that employment or any benefit will be continued for any period of time. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons that are not intended and do not create an employment contract for any specific period of time.

No manager, supervisor or employee of the Rock Church has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will.