

Store Manager

Updated March 2026

Department: Operations / Resale Store

Reports to: Director of Operations

Employment Type: In-Person, Full-Time, Salary, Exempt

Schedule: Tuesday-Saturday between the hours of 7:30am-6:30pm

About Our House Resale Store

Our House Resale Stores support Our House, Inc. There are two locations (Little Rock and North Little Rock) and the stores provide multiple benefits to Our House including funding, donor relations and donations management, and job training opportunities for clients. [Our House](#) empowers homeless and near-homeless families and individuals to succeed in the workforce, in school, and in life through hard work, wise decision-making, and active participation in the community. The Our House team has defined a set of seven [Guiding Principles](#) that characterize our culture and that we intentionally seek to uphold: Hard Work, Wise Decision-Making, Community, Initiative, Integrity, Safety, and Heart.

About the Role

You will be responsible for running the Resale Store locations by managing store management and the job training program; overseeing donations, logistics, sales; and working to develop donor and volunteer relations. The Store Manager is expected to drive store sales, which support Our House's programs. Please note that while this position works closely with Our House, Inc. and its employees, the employer is the Resale Store, a separate entity wholly owned by Our House, Inc.

What You'll Do

- Drive store sales and monitor performance metrics and store budget
- Ensure that the store operates with financial integrity and oversee cash management including bank deposits
- Ensure that program donation needs are met while balancing store sales and budget
- Maintain high morale and coaching standards with all trainees and volunteers
- Manage, oversee, train, employees and job trainees
- Ensure the success of the job training program and oversee the success in the job training program and assist job trainees in obtaining employment in the community
- Ensure that the resale store provides good customer service for customers, donors, and volunteers
- Work closely with Our House, Inc. employees, especially programs those who interact with job trainees and their families, volunteers, and donors
- Oversee the operations of both resale store locations, including, but not limited to, ensuring that both stores meet opening and closing demands, creating schedules, and organizing the daily needs of store operations

- Work with the Development Team to proactively source new donors and maintain good relationships with existing donors, including thanking and recognizing donors and provide for a positive donor experience
- Oversee the volunteer program at the stores and work with the Development Team to ensure a positive and productive volunteer experience
- Facilitate the efficient receipt of donations and provide support and assistance to customers and donors
- Ensure that all donations are properly recorded and entered into the donor database
- Be able to drive the box truck and other Our House Resale Store vehicles
- Oversee and assist with donation pick-ups
- Ensure that merchandise is properly sorted and priced
- Maintain a clean and safe sales floor and donation center
- Ensure proper documentation of sales, expenses, and donations
- Manage and organize store spaces to enable proper presentation of merchandise and enactment of promotional and seasonal activity
- Assist in organizing and leading onboarding for large groups and for individual staff members
- Provide support in hiring employees, job trainees, and volunteers
- Lead the development or modification of store procedures and policies
- Conduct other duties as assigned to fulfill Our House's mission

What You'll Bring

- Must possess strong verbal communication skills. Be a persuasive communicator with excellent interpersonal and multidisciplinary project skills.
- Experience in retail, sales, marketing, and management is preferred
- Ability to work effectively in collaboration with diverse groups of people
- Must have passion, integrity, and a positive attitude and be mission-driven and self-directed
- Must be a trustworthy, hard-working, positive, team-player and dedicated to the mission of Our House
- Must have a clean driving record and reliable transportation

Requirements

- Minimum of a high school diploma or General Education Degree (GED)
- Must be able to perform basic mathematical calculations
- Must be willing to drive a large box truck up to 26 feet long
- Must be able to lift 15-50 pounds on a regular basis with team or mechanical assistance
- Must be able to remain in a stationary position for long periods of time
- Must possess a valid driver's license, clean driving record, and vehicle to use in performance of job. Position requires some travel within Central Arkansas.
- Must be able to pass criminal background checks, child and adult maltreatment registry checks, sex offender registry checks, and a pre-employment drug screen

Benefits & Perks

- Visit our [careers page](#) for more information on benefits and perks!

Our House is a drug-free workplace.

Our House is an equal opportunity employer. We value diversity and are committed to creating an inclusive environment for all team members. People of color and members of the LGBTQ community are encouraged to apply.