

Shift Leader

Updated April 2025

Department: Resale Store

Reports to: Store Manager

Employment Type: In-Person, Full-Time, Hourly, Non-Exempt

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

About Our House Resale Store

[Our House Thrift Store LLC](#) resale store (the "Resale Store") is a social enterprise established in 2016 to support Our House, Inc. The Resale Store currently includes two locations (Little Rock and North Little Rock). The Resale Store provides multiple benefits to Our House including funding, donor relations and donations management, and job training opportunities for clients. Our House, Inc. is a nonprofit organization based in Little Rock, Arkansas, and founded in 1987. [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.

About the Role

You will help manage and maintain the Resale Store locations by overseeing logistics, donations, sales, managing trainees, assisting the Store Manager by implementing policies and procedures, and developing donor and and volunteer relations. Please note that while this position works closely with Our House, Inc., the employer is the Resale Store, a separate entity wholly owned by Our House, Inc.

What You'll Do

- Support the Store Manager in developing store procedures and donor relations and fill in when needed in their absence
- Open and close either or both resale store locations when needed, including operating the security alarm system
- Assist in creating schedules and organizing the day-to-day administrative needs
- Support the development and implementation of proactive loss prevention and asset protection strategies
- Manage, oversee, train, and cooperate with employees, job trainees, and volunteers
- Maintain high morale and coaching standards with all trainees and volunteers
- Provide support or assistance to customers and donors, including complaints or inquiries
- Accept donations in-store and assist with donation pick ups as needed
- Operate cash registers, credit card machines, and point of sale system when needed
- Sort and price merchandise in a timely manner
- Ensure proper documentation of sales, expenses, and donations

- Manage, organize, and clean store spaces to enable proper presentation of merchandise and enactment of promotional and seasonal activity
- Assist in organizing and leading onboarding for large volunteer groups and individual staff members
- Provide support in hiring employees and recruitment efforts for volunteers
- Conduct other duties as assigned to fulfill Our House's mission

What You'll Bring

- Strong verbal and written communication skills, persuasive communication with excellent interpersonal and multidisciplinary project skills
- Attention to detail, excellent organization and time management skills
- Basic computer skills. Experience with Google Workspace is preferred
- High-quality customer service skills, patience, and problem-solving skills
- Experience in retail, sales, marketing, and management is preferred
- Ability to work effectively in collaboration with diverse groups of people
- Passion, integrity, and a positive attitude and be mission-driven and self-directed
- Must be trustworthy, hard-working, positive, a team-player and dedicated to the mission of Our House

Requirements

- Minimum of a high school diploma or equivalent
- Willingness to drive a large box truck up to 16 feet long is preferred
- Must be able to perform basic mathematical calculations
- 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 be able to work flexible hours or schedule
- Must have reliable transportation
- 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.