



## Fair Trade for a Better World

### Full-Time Store Manager Position

A vital solution to the challenges faced by the world's unemployed and underemployed people is to provide a global market for the things they produce. This is what fair trade is all about: nurturing the creativity and initiative of people with opportunities and opening up markets for their products among people with the resources to purchase their quality goods.

Tagua is a non-profit retailer selling fair trade goods at events and markets while moving toward opening a permanent storefront in the Fresno area fall of 2017.

**Position:** Store manager. Full-time position, 40 hours a week, includes most weekends  
**Reports to:** Tagua Board of Directors  
**Pay:** Salary \$38,000 - \$40,000 depending on experience  
Plus benefits

**Job Description:** The Store Manager carries overall management responsibility for the store and for the leadership role in growing store sales and providing a positive work environment for staff and volunteers.

While the store is a non-profit organization, it is expected to be financially self-sustaining and growing. The manager is responsible for daily operations, staff and volunteer supervision, and, in conjunction with the board of directors, the future development of the store. S/he plays an important role in developing new sales opportunities through off-site events/sales, ensuring the store has a strong network of volunteers required to have the store be a self-sustaining operation, representing the store in the local business community and carrying forward Tagua's mission of improving the livelihood of thousands of artisans in developing countries through fair trade.

**Daily:**

- Provide excellent customer service
- Open and close the store

**Weekly:**

- Complete daily sales & cash report
- Make deposits
- Order and receive merchandise from approved vendors
- Update displays and floor moves

**Monthly:**

- Analyze item sales to maintain necessary inventory levels
- Implement in-store marketing plan
- Report to the Board

Annually:

- Provide input for the budget
- Oversee physical inventory
- Recommend maintenance for equipment, fixtures & floor plan

Ongoing:

- Staff & volunteers: recruit, hire, train, schedule, supervise, terminate
- Cover all store hours not covered by other staff, including absences
- Develop training materials and store procedures to keep the shop running smoothly and efficiently
- Maintain physical facilities and supplies
- Seek opportunities to represent Tagua in the community
- Seek self-development
- Report questions, problems, etc. to the Board

Minimum Qualifications:	Desired Qualifications:
<ol style="list-style-type: none"><li>1. A passion for the mission of Tagua and its affiliated organizations.</li><li>2. Enjoy interacting with people.</li><li>3. Dependable, reliable, conscientious.</li><li>4. Impeccable integrity, professional and positive demeanor.</li><li>5. Ability to work independently with little direction and maintain personal energy.</li><li>6. Ability to lead a team.</li><li>7. Ability to lift up to 25 lbs. and be mobile on the sales floor for extended periods of time.</li><li>8. Confident in math and data entry skills.</li><li>9. Willing and able to learn policies, procedures and product information, and teach them.</li><li>10. Working knowledge of basic computer applications such as Word and Excel, as well as Internet-based social media.</li></ol>	<ol style="list-style-type: none"><li>1. Four-year college degree in business or related area.</li><li>2. One to three years of retail or sales experience.</li><li>3. Customer service experience.</li></ol>

Benefits:

- Stipend towards medical plan
- Vacation: One day paid per month worked (No vacations during holiday season)
- Sick leave: One day per month
- 30% off everything for staff
- Participation in regional and/or national workshops at store expense
- Travel to visit artisans

Send cover letter & resume to:

Tagua Personnel [fairtradefresno@gmail.com](mailto:fairtradefresno@gmail.com) by October 31, 2017.

Please include salary history and minimum salary expectations. No phone calls please.