



Date posted: October 28, 2026

Pay: \$35,000.00 - \$40,000.00 per year

Job description: Retail Store Manager – My Sister’s Closet

Store Manager – My Sister’s Closet

Center for Family Violence Prevention (C4FVP)

Location: Greenville, NC

Job Type: Salary

Pay: Competitive, based on experience and qualifications

About Us

My Sister’s Closet is a nonprofit resale store operated by the Center for Family Violence Prevention (C4FVP). Revenue generated through the store helps support essential programs and services for individuals and families affected by domestic violence in Pitt, Martin, and Washington Counties.

We are seeking an experienced, motivated, and results-driven Store Manager who can lead our retail operations, grow sales, manage expenses, and create an exceptional shopping experience.

This is an opportunity for a retail professional who enjoys building a successful business while making a meaningful difference in the community.

Position Overview

The Store Manager is responsible for the overall success of My Sister’s Closet, including daily operations, sales performance, employee and volunteer supervision, inventory management, customer service, and financial accountability.

The ideal candidate is a hands-on leader with strong business judgment, excellent organizational skills, and a proven ability to improve retail performance.

We are looking for someone who takes ownership, identifies opportunities, solves problems, and understands that strong financial performance directly supports our mission.

Key Responsibilities

Retail Operations & Sales Growth

- Oversee daily store operations, ensuring a clean, organized, welcoming, and professionally managed retail environment.
- Develop strategies to increase sales, improve profitability, and meet established revenue goals.
- Monitor sales trends and identify opportunities for promotions, seasonal displays, and merchandising improvements.



- Establish effective pricing, product rotation, and merchandise presentation practices.
- Maintain excellent customer service standards and resolve customer concerns professionally.

Financial Management & Accountability

- Monitor daily sales, expenses, and overall store performance.
- Ensure accurate cash handling, register reconciliation, deposits, and financial documentation.
- Maintain strong internal controls to protect store assets and minimize losses.
- Manage staffing and operating expenses within approved budgets.
- Prepare accurate sales and operational reports for the Executive Director.
- Identify opportunities to improve efficiency and financial results.

Staff & Volunteer Leadership

- Supervise, train, schedule, and support store employees and volunteers.
- Establish clear expectations and promote accountability, teamwork, and professionalism.
- Provide coaching, performance feedback, and ongoing staff development.
- Ensure appropriate staffing levels while managing payroll expenses.

Inventory & Donation Management

- Oversee donation intake, sorting, pricing, inventory processing, and merchandise displays.
- Maintain quality standards for merchandise offered for sale.
- Develop efficient processes to maximize the value of donated goods.
- Maintain organized storage and inventory areas.
- Build positive relationships with donors and community partners.

Marketing & Community Engagement

- Support promotional campaigns, special sales, and community events.
- Identify opportunities to attract new customers and increase repeat business.
- Build relationships with local businesses, donors, and community organizations.
- Represent My Sister's Closet and C4FVP professionally throughout the community.

Required Qualifications

- Minimum of 3 years of retail experience, preferably with supervisory or management responsibilities.
- Experience in retail operations, sales management, merchandising, and customer service.
- Strong leadership, communication, and organizational skills.



- Experience with point-of-sale systems, cash management, and financial reporting.
- Ability to analyze sales performance and implement improvements.
- Ability to manage multiple priorities and work independently.
- Proficiency with basic computer applications.
- High school diploma or equivalent.

Preferred Qualifications

- Previous experience as a Retail Store Manager, Assistant Store Manager, or similar leadership position.
- Experience in thrift, resale, consignment, or nonprofit retail operations.
- Experience managing employees and volunteers.
- Knowledge of inventory management, pricing strategies, and retail promotions.
- Experience managing budgets and controlling operating expenses.
- Associate or bachelor's degree in business, retail management, or a related field.

What We're Looking For

Our ideal candidate is:

- **Results-driven:** Motivated to grow revenue and improve store performance.
- **Accountable:** Takes ownership of financial results, operational standards, and team performance.
- **A strong leader:** Able to motivate employees, develop talent, and create a positive work environment.
- **Business-minded:** Understands sales, expenses, profitability, and operational efficiency.
- **Organized and proactive:** Identifies problems and implements practical solutions.
- **Mission-focused:** Values the opportunity to contribute to an organization serving survivors of domestic violence.

Physical & Scheduling Requirements

- Ability to stand and walk for extended periods.
- Ability to lift and move merchandise weighing up to 30 pounds, with reasonable accommodation as applicable.
- Ability to assist with merchandise processing, stocking, and displays.
- Flexibility to work occasional weekends and special events as needed.

Why Join My Sister's Closet?

At My Sister's Closet, your leadership will have an impact beyond retail sales.



Every purchase helps support the Center for Family Violence Prevention's work to provide safety, advocacy, and resources to individuals and families experiencing domestic violence. We offer the opportunity to lead a community-supported retail operation, contribute your business expertise, and help strengthen an organization dedicated to changing lives. If you are an experienced retail leader who enjoys growing sales, developing teams, and making a difference, we encourage you to apply.

How to Apply

Please submit your resume through Indeed. Qualified candidates may be contacted for an interview.

The Center for Family Violence Prevention is an Equal Opportunity Employer. We are committed to providing a respectful and inclusive workplace and making employment decisions in accordance with applicable laws.

Benefits:

- 403(b)
- Employee discount
- Health insurance
- Paid time off
- Retirement plan

Work Location: In person