

# PASTOR OF RETAIL OPERATIONS CORE & ESSENTIAL JOB FUNCTIONS

April 14, 2021

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## CORE JOB FUNCTIONS

1. Pastor of Retail Operations will accomplish all job duties in a way that models, promotes and teaches the importance of following Jesus in every aspect of life so as to fulfill the church's mission to reach the lost of Salem and the world for Christ.
  
2. Leadership
  - The person filling this position is serving in the role of a minister, and thus will actively minister as Christ would not only to the Broadway Coffeehouse (BCH) and Sparrow Furniture (SF) team members but also to the customers of BCH and SF.
  - Provides strategic and visionary leadership to BCH and SF retail operations.
  - Effectively communicates and informs supervisor of significant issues and proposed changes.
  - Effectively leads, pastors, manages and develops each member of the BCH and SF teams.
  - In collaboration with the management teams at BCH and SF, leads and guides each business towards sustainable growth and profitability.
  - Effectively tends to his/her soul and actively pursues personal spiritual growth and development through spiritual disciplines (e.g., prayer, Bible reading/study, soul care, spiritual relationships, church attendance).
  
3. Operations
  - Monitors the day-to-day operations of each retail business, looking for ways to improve systems and guide the flow of work.
  - Ensures that systems are in place for each business to consistently produce high-quality products.
  - Designs and creates products that appeal to each business' customer base and brand.
  - Ensures the operations of each business run smoothly and administrative tasks and HR/Accounting paperwork are completed timely.
  - Continually assesses the key roles and responsibilities necessary for each business to maximize its performance and assigns those roles and responsibilities, as appropriate, to managers, employees and key volunteers.
  - As needed, covers the duties of members of the BCH and SF management teams during absences.
  - Creates annual budgets that both accurately forecasts expected results and sets goals for growth.
  
4. Human Resources/Training

- Interviews and hires non-management staff in alignment with the vision and mission for each business.
- Together with a church Human Resources representative, interviews and hires management staff in alignment with the mission for each business.
- Designs non-management employee reviews for each business within the Human Resources information system.
- Consistent with organizational guidelines and timeframes, completes comprehensive employee reviews for each direct report and ensures that the supervisors at each business completes comprehensive reviews for their direct reports.
- Trains, coaches, and gives feedback to management staff in their roles.
- As necessary, addresses issues such as punctuality, safety, quality, customer service, integrity, etc., with management and employees as they occur.

#### 5. Social Impact

- Seeks to maximize the impact of the vision and mission of each business on the community.
- Monitors and manages the brand identity and reputation for each business and actively seeks to positively grow each business' brand.
- Builds a strong donor/volunteer base and applies for grants consistent with the vision and mission of SF to help offset operational and capital expenses.
- Oversees the social media functions at each business and seeks to ensure that the messaging promoted through these media are consistent with the vision, mission and branding for each business and with Salem Alliance.
- Develops social impact components for each business, such as evaluating the business model for social impact, Broadway Gives Back program, events, English language learning, and job coaching.

#### 6. Financial

- Maintains a strong focus on BCH and SF operations and finances, looking for ways to drive growth in sales and reduce expenses to achieve a positive bottom line.
- Regularly performs research for each business to keep product pricing current and within an acceptable range compared to similar products in the market.
- Oversees the SF custom sales request process, including customer communication, quotes, order fulfillment and payment collection. Ensures custom sales orders are priced to produce a profitable margin.
- Ensures that strong wholesale relationships are developed for SF to grow wholesale accounts.
- Provides oversight for grant opportunities for SF, ensuring that applications and grant reporting requirements are submitted accurately and timely.

### **ESSENTIAL JOB FUNCTIONS**

1. Models for the staff and church family the life of a fully-engaged “partner” at Salem Alliance Church (e.g., completes the partnership process in a timely manner, regular attendance at weekend worship, regular financial giver, volunteers in other ministry areas).
2. Consistently attends and participates in assigned meetings and events (e.g., BCH staff meetings, SF staff meetings, SAC staff meetings, BCH Advisory Council, biennial church staff retreats).

### **MINIMUM POSITION REQUIREMENTS**

1. To become a member of Salem Alliance within three months of employment.
2. Agreement with, adherence to and representation of the vision, values and doctrinal statement of Salem Alliance.
3. Regular attendance at worship services of Salem Alliance.
4. Must pass a background check conducted by Salem Alliance.
5. Must maintain a safe driving record and possess a valid driver’s license and be able to obtain an Oregon license within three months of hire.

**PHYSICAL, EMOTIONAL & MENTAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee must possess: mobility to work in a standard office setting and to use standard office equipment, including a computer, and to attend meetings and events at various sites within and away from the church, strength to lift and carry materials weighing up to 20 pounds, arrange furniture and equipment in a classroom, vision to read printed materials and a computer screen, and hearing and speech to communicate in person and over the telephone. While performing this job, the employee is regularly required to sit at a desk or in meetings for several hours at a time, to stand, walk, use hands, reach with hands and arms, stoop, kneel, crouch or crawl. The employee must have the physical stamina to work flexible hours including evenings, weekends and holidays.

While performing the duties of this job, the employee must be mentally alert and must possess the ability to: multi-task and maintain concentration in spite of frequent interruptions, accommodate flexible working hours that may include evening, weekend or holiday services/meetings, make presentations before groups, and coordinate, communicate and cooperate with many staff, numbers of church attendees and volunteers.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee often works indoors and is required to use standard office equipment. Several times each week, the employee may work in meeting rooms. The employee may need to walk up to two blocks to various locations on the church campus. The employee may climb ladders or use step stools to retrieve and store materials. The employee may several times each week drive to shop for materials and supplies and to attend off-campus meetings, trainings and church events. The church campus has multiple floors connected by stairways. An elevator connects some, but not all, of those floors. The employee is required to work closely with and gain the cooperation and involvement of a diverse group of people from various cultures and various personal habits.