

# FREE GEEK



## Free Geek is hiring a Sales Department Coordinator!

The Sales Department Coordinator is responsible for coordinating Free Geek's overall sales strategies and programs. This position works directly with Thrift Store staff in managing day-to-day sales operations, including performing a daily 3-5 hour shift in our bustling Thrift Store.

This person is directly responsible for coordinating, creating and growing all sales programs, including the Thrift Store, Bulk Sales, Online Sales and Rentals.

### Core Duties

- Research, design, create and maintain new areas for sales growth
- Identify new markets and avenues for our existing stream of items
- Coordinate and manage Thrift Store and Sales staff
- Manage day-to-day operations of Sales Department, including Store, Bulk and Online Sales

### Responsibilities

- Foster healthy communications and collaboration among Sales staff, and address issues directly as they arise
- Create and maintain schedule for all store workers
- Constantly identify areas from improvement in policy, workflow and infrastructure, then make the changes real
- Develop and implement sales plan, and adjust plans as reality dictates
- Report sales figures, trends and strategies to staff and the Board of Directors
- Develop and implement policies that serve the needs of Free Geek, and of the store
- Maintain and develop online presence, including website and social media
- Work effectively within a Collective management structure
- Help shape organizational strategies and priorities
- Actively participate in weekly Staff Collective meetings, as well as relevant committees
- Research and create avenues for new and increased Thrift Store Sales
- Research and develop new streams of income from Free Geek's existing flow of material

### Thrift Store Duties

- Provide a safe and welcoming environment to customers and volunteers of all abilities/experience
- Provide excellent customer service and instruction under challenging conditions
- Train staff and volunteers in Thrift Store operations

### Salary/Benefits

- Salary is \$30,000 per year.
- Generous benefits including health care, dental, vision plan and paid time off.
- Employer-matching retirement plan

### Work Hours

- Four and a half to five days per week, Tuesday through Saturday, 9:30am to 6:30pm, some evening or morning meetings, with some flexibility.

### To Apply

- **To apply, e-mail your cover letter and resume to [jobs@freegeek.org](mailto:jobs@freegeek.org), detailing your relevant experience and any other pertinent information.**
- Applicants will be required to take a tour of Free Geek at the time of their interview.
- *Deadline to apply: Open until filled. This post will be filled as soon as possible.*

- Develop and maintain training systems and documents
- Recruit and coordinate volunteers for daily tasks, special projects and internships
- Proactively communicate with Free Geek staff & volunteers regarding area needs and issues as they arise
- Initiate and implement improvements to policies and procedures
- Create and maintain documentation of procedures/policies
- Use POS system to accurately handle cash and credit sales, and close till at end of day
- Process customer returns and issue/redeem store credits based on our policies
- Effectively communicate store policies to customers
- Process, price and shelve incoming products
- Assist in cleaning and maintenance of the store

### **Other Sales Duties**

- Facilitate online sales, utilizing eBay, Craigslist and our online presence
- Support and coordinate online sales staff and operations
- Create and maintain documentation regarding online sales operations
- Train staff and volunteers in online sales operations
- Identify, develop and manage relationships with institutional and bulk purchasers
- Develop bulk sales program to maximize income, while ensuring ethical reuse

### **Requirements**

- Project/Program coordination experience
- Experience coordinating staff and volunteers
- Retail and/or direct sales experience
- Availability during Free Geek hours of operations, including morning and occasional evening meetings as required
- Retail, marketing or direct customer service experience
- Strong knowledge of computer hardware, or demonstrated technical aptitude
- Command of standard office software (word processing, spreadsheet, data entry)
- Excellent written and verbal communication skills
- Self-motivation
- Strong organizational skills
- Able to lift 25 lbs repeatedly, and 40 lbs. on occasion
- Ability to stand and perform data entry for extended periods
- Ability to multi-task
- Attention to detail
- Sense of humor
- Ability to work in an informal environment with a diverse population
- Dedication to Free Geek's mission and Open Source philosophies
- Must be patient and courteous with the public
- Ability to work with and coordinate volunteers with a wide range of skills and experience
- Must work well under stress in a chaotic setting, and maintain a positive attitude even in the face of adversity
- Must not be afraid to ask questions, but must be able to work on projects almost entirely without supervision
- Ability to remain flexible as Free Geek grows and changes

### **Desired Qualifications**

- Demonstrated experience in online sales
- Demonstrated experience in strategic planning
- Fluency in Spanish
- Knowledge of Free/Open Source Software and philosophies
- Marketing or PR experience
- Experience working in a collective/consensus structure

### **Extra Credit will be given for the following:**

- WordPress, MySQL (or any flavor of SQL)
- Experience in Free/Open Source Software development projects (or other collaborative workflows)
- Experience in digital photography
- Statistics and/or data analysis background

This is a job in a worker collective. The first six months will be as a provisional member of the collective. At the end of that time Free Geek will decide whether or not to bring the probationary staff member on as a permanent collective member. This decision is made through a peer review process.

June 29, 2012 · [Jobs](#), [News](#), [Thrift Store](#) · [Edit](#)

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