



Job Title: Office Manager (Full-Time)

Why Choose Us?

Sharia's Closet is a San Diego-based nonprofit organization dedicated to providing no-cost necessities and emergency services, including new and gently used clothing, diapers, and personal hygiene products, to individuals in need. We offer personalized empowerment services to diverse populations, including victims of domestic violence, natural disasters, human trafficking, and those who are unsheltered or unemployed. Our mission is to help individuals maintain their dignity and self-esteem during challenging times.

The Role

Sharia's Closet is seeking a compassionate and motivated Office Manager who embodies humility, integrity, and a heart of service. The Office Manager will be responsible for delivering excellent customer service, maintaining merchandise and store appearance, and ensuring high operational standards. This role includes assisting clients, coordinating with donors and volunteers, achieving merchandising goals, and developing a loyal clientele base.

We invest in our people and continuously work towards fostering an inspirational, inclusive, and innovative culture where every team member feels a true sense of belonging.

Qualifications

- **Language Skills:** Bilingual preferred (Spanish, Creole).
- **Education:** lived experience; Associate's degree preferred.
- **Experience:** Minimum of 2+ years in retail clothing sales.
- **Management Experience:** At least 2 years in a lead or supervisory role.
- **Skills & Abilities:**
 - Excellent interpersonal, verbal, and written communication skills.
 - Intermediate proficiency in MS Office (Word, Excel, Gmail, Outlook).
 - Creative problem-solving abilities to accommodate client needs (returns, damaged merchandise, etc.).
 - Customer-oriented, organized, and adaptable in a fast-paced environment.
 - Ability to engage with individuals from diverse backgrounds and practice cultural humility.
 - Team player with the flexibility to multitask as needed.

Desirable Experience

- Experience working or volunteering at a small nonprofit.
- Experience with under-resourced communities.
- 3-5 years of leadership experience in retail or related industries.

Physical Requirements

- Ability to stand and walk for the majority of the work shift.
- Frequent bending, squatting, climbing, and twisting.
- Ability to lift up to 25 lbs.

Responsibilities

- **Customer Service:** Provide exceptional customer service to clients, case managers, donors, and volunteers in person, over the phone, and via email.



- **Product Knowledge:** Learn and apply product knowledge to recommend, select, and obtain merchandise based on customer needs.
- **Operational Excellence:** Maintain detailed knowledge of all company policies and procedures; communicate successes or potential barriers to the CEO.
- **Trend Identification:** Exceed expectations in identifying trends and relaying this information to the CEO.
- **Task Management:** Prioritize and delegate tasks to staff and volunteers based on daily priorities.
- **Training & Supervision:** Train and supervise staff and individual/group volunteers, ensuring they are knowledgeable about resources and programs.
- **Client Engagement:** Connect with customers to understand their needs and document requests.
- **Inventory Management:** Assist with stocking merchandise on shelves and maintaining a clean, organized, and safe environment to ensure the store is always customer-ready.
- **Technology Utilization:** Use AutoCrat to generate and print orders daily (training will be provided).
- **Additional Duties:** Perform other duties as needed to assist in fulfilling the mission and goals of Sharia's Closet.

Schedule

- Monday - Friday: 9:00 AM to 5:00 PM
- Two Saturdays a month: 9:00 AM to 5:00 PM (you will have a weekday off when you work a Saturday)

Salary

- \$20 - \$22 per hour. Exact compensation may vary based on skills, experience, and location.

Benefits

- Paid Time Off & Sick Leave
- 6 Paid Holidays
- Cal Saver retirement plan
- Merchandise allowance: 5 items per month
- Focus on work-life balance
- Competitive pay
- Service awards and recognition

Join our dedicated team at Sharia's Closet and make a meaningful impact in the lives of those in need. If you meet the qualifications and are passionate about serving the community, we would love to hear from you!