



## Retail Coordinator

- I. Ministerial Position**  
Retail Coordinator
- II. Reporting Relationship**  
The Retail Coordinator reports to the Retail Director
- III. Ministry Category:** Exempt Apprentice
- IV. Ministry Position Summary**  
The position will oversee a team to help create a welcoming, and restful atmosphere to allow us to impact lives for eternity through God's Word, creation, adventure programming and warm Christian fellowship.
- V. Ministry Responsibilities**
  - A. Manage the day-to-day operations of the Campgrounds and Canteen including but not limited to, oversight and maintenance of equipment, register, staffing, health and safety (ServeSafe), and scheduling.
  - B. Facilitate a welcoming and restful atmosphere through warm customer interactions in accordance with Ministry Position Summary.
  - C. Hire, lead, train and supervise retail summer staff providing clear direction and performance feedback.
  - D. Ensure retail practices and service standards are known and met.
  - E. Disciple retail staff and volunteers in accordance with the mission of Fort Wilderness (Matthew 28:19,20).
  - F. Create leadership development initiatives for summer staff and volunteers to nurture their potential and growth.
  - G. Work with summer staff to create personalized goals for spiritual growth and accountability, including to lead in training, devotionals, mentorship.
  - H. Review both stores' environments and key business indicators to identify problems, concerns, and opportunities for improvement.
  - I. Responsible for maintaining inventory and restocking of supplies, equipment, etc.
  - J. Weekly/daily maintenance and cleaning as needed.
  - K. Attend seminars/meetings appropriate for on-going training.
  - L. Guide the vision and advancement of the Canteen, Campgrounds, & Tiki Hut; including but not limited to new merchandise, drinks, food, clothing, and accessories.
  - M. Participate in meetings, setting long and short-term goals, ideas, turning thoughts into action, developing strategies to achieve, and ensure the best customer experience.

- N. Other duties and responsibilities as assigned by Retail Director (Hebrews 13:17, 1Peter 2:13).

## **VI. Qualifications**

- A. Agreement with the theological positions of Fort Wilderness Ministries (2 Tim 3:16-17, John 1:1-14, Col 1:14, 1 Cor 15:13-18)
- B. The Retail Coordinator will exemplify the following characteristics: 1) strong professing Christian (Romans 5:8, 10-11) whose character is proven (1 Timothy 3:8-13); 2) a role model of Christ in everything that they do (1 John 3:18); 3) believe in the authority of scripture (2 Timothy 3:16); 4) use their ministry as an example of Christ and to draw others closer to Him (1 Cor 13, Phil 2:1-4); 5) be accountable in relationship with others (Galatians 6:1-5).
- C. Agrees with and has signed the Statement of Belief and Support and the Lifestyle Commitment. Understands that serious violation of these statements could be cause for dismissal. Agrees that incompetence in performing this position, insubordination to ministry leadership, or immoral behavior would constitute reasonable cause for immediate dismissal and termination of this employment with Fort Wilderness.
- D. Demonstrates a Christian lifestyle that reflects the Biblical perspective of integrity and appropriate personal and family relationships, business conduct with a desire and commitment for spiritual growth and development in your walk with Christ through prayer, God's Word and lifestyle which honors Him (Luke 6:40).
- E. Demonstrates the characteristics to fulfill Fort's purpose/mission through using Fort's core values (God's Word, creation, adventure programs and warm Christian fellowship).
- F. Minimum of 2 years' prior experience working in a coffee shop or similar retail environment.
- G. Self-starter, motivated, adaptable, detail oriented, team player, effective communicator.
- H. Ongoing participation in a local church with a desire and commitment for spiritual growth and development in your walk with Christ through prayer, God's Word and lifestyle which honors Him.

## **VII. Working Conditions—ability to:**

- A. Move materials/items around camp up to 50 pounds.
- B. Ascend/descend ladders.
- C. Frequently bend and stoop.
- D. Work in outdoor weather conditions.
- E. Work in a fast-paced environment.
- F. Have and maintain an insurable driving record to drive Fort Wilderness vehicles.

## **VIII. Acknowledgement**

I have read and received a copy of my job description. This position description supersedes previous descriptions and verbal communications. I understand that I

am expected to follow my job as is outlined above and if I have any questions or concerns about what is expected of me, I will speak with my immediate supervisor. I also understand that the statements above are intended to describe the general nature and level of work being performed by me and are not to be construed as an exhaustive list of responsibilities, duties, and skills required for this role. I may perform other related tasks under the direction of my supervisor. I agree to follow policies and procedures included in the Employee Handbook.

Employee Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Supervisor Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_