



FORT WILDERNESS
Stronghold of Christian Adventure

Retail Manager

I. Ministerial Position

Retail Manager

II. Reporting Relationship

The Retail Manager reports to the Student Ministry Director/Retail Director

III. Ministry Category: Exempt Missionary

IV. Ministry Summary

This position exists to develop relationships for eternal impact through retail environments that reflect God's Word, Creation, Adventure, and warm Christian Fellowship.

V. Essential Ministry Responsibilities

- A. Lead day-to-day operations across all retail locations and platforms.
- B. Develop and implement a scalable inventory management system.
- C. Oversee POS systems (e.g., Lightspeed), including evaluation and upgrades.
- D. Build and maintain vendor relationships and supply chain efficiency.
- E. Create and manage an annual merchandising calendar (Gantt-style).
- F. Launch and oversee online storefront (Shopify, Squarespace, etc.).
- G. Monitor and report on financial performance, KPIs, and customer satisfaction.
- H. Hire, train, and disciple seasonal staff and volunteers.
- I. Develop summer staff and TruNorth employee training plans.
- J. Foster a culture of creativity, excellence, and spiritual growth.
- K. Lead the creative process for merchandise design and branding.
- L. Build an advisory team for merchandise decisions and ministry alignment.
- M. Model and teach a theology of mission minded leadership through retail.
- N. Facilitate spiritual rhythms and discipleship within the retail team.
- O. Participate in Fort's broader missionary staff community and spiritual life.
- P. Ensure retail environments reflect Fort's core values: Love Well, Pursue Growth, Partner Always, Serve Wholeheartedly.

- Q. Prepare retail operations for future transition into new facilities (Fort Future campaign).
- R. Support mobile retail initiatives and event-based merchandising.
- S. Reduce turnover and shrinkage and loss through professionalization and systems.
- T. Contribute to strategic planning and long-term ministry goals in retail.
- U. Serve on-call as needed.
- V. Other duties and responsibilities as assigned by the Student Ministry/Retail Director (Hebrews 13:17, 1Peter 2:13).
- W. Attend seminars/meetings appropriate for on-going training.

VI. Essential 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 Manager 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. Able to fulfill Fort's purpose 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. Support from a sending church and 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: _____