

Hard Feelings Mental Health  
**Social Enterprise Retail Manager**

**Description:**

Hard Feelings is a non-profit social enterprise, opened in September 2017. Our mission is to reduce barriers and increase access to mental health services through an innovative community of practice. We facilitate the delivery of low-cost counselling and operate a storefront selling books and resources that build stronger mental health.

The Social Enterprise Retail Manager is a new position that will play a key role in the success of the organization. As we head towards our third year of operation, we are looking for a dynamic leader who will grow our retail experience for customers and increase our revenue and organizational sustainability.

**Core Competencies:**

We are looking for a dynamic individual who:

- Has a solid understanding of retail management, especially in the book and giftware sectors
- Is interested in books and self-care resources focused on mental health
- Is skilled at writing content for social media and managing social media accounts
- Is able to carry our brand aesthetic through purchasing, merchandising and displays
- Understands budgeting for small business and daily cash handling
- Is detail oriented, with strong organizational and planning skills
- Is professional and diplomatic; can manage difficult interactions, address and resolve conflicts
- Has strong written, verbal and interpersonal communication skills
- Is a big-picture thinker who can work independently, with the support of a great team
- Has a working knowledge of social innovation and systems change; past experience with fundraising and/or non-profit development is also an asset
- Is highly organized and able to manage multiple competing priorities in a busy environment
- Has the ability to work with a diverse group of people
- Understands and is sensitive to mental health challenges from an anti-oppressive perspective
- Has a flexible and curious approach to work, and a sense of humour!

**Key Responsibilities:**

***Storefront:***

- Manage daily operations of the Hard Feelings storefront
- Manage store inventory; source and order products (books and other items) from new and existing suppliers
- Collaborate on the development of new branded product
- Develop new systems for online store sales
- Manage the POS (Shopify), manage opening and closing of register and store
- Manage and report on store budget
- Assist members of the public who browse or shop in the store; track customer engagement through a guest book or other qualitative or quantitative store evaluations
- Create and maintain displays and general appearance of store
- Manage store promotions, marketing and stakeholder engagement, including Mailchimp newsletter support
- Train and supervise part-time store staff
- Oversee facility management, light daily cleaning
- Weekend and evening hours required (Tuesday-Saturday, one evening per week)
- Other duties as assigned

**Community:**

- Support clients who come into the store for counselling appointments
- Provide information about our model and services to community members and others seeking support
- Provide some administrative support to the community of practice
- Participate in and/or assist with neighbourhood activities that are aligned with our mandate (e.g., BloorFest, Mental Health Pop-Up Market)

**Organization:**

- Oversee and manage issues related to our organizational policies (privacy and confidentiality complaints, health and safety, etc) as they arise in the storefront
- Write and post daily content on social media platforms that highlights store product, events and other organizational news
- Work with the board to develop a vision for the store as it grows and possibly replicates in other communities
- Contribute to reports, funding applications and other communication documents that forward the work of the organization
- Participate in organizational meetings and strategic planning exercises as needed
- Represent the organization at events and other engagement opportunities as requested

**Start date:** May 1, 2019

**Duration:** This is a one year contract position with strong possibility of renewal

**Salary:** \$40,000 per year

Submit your cover letter and resume to Kate Scowen at [kate@hardfeelings.org](mailto:kate@hardfeelings.org)

- Please include in your cover letter a brief statement on your thoughts about the role of social enterprise in the non-profit sector.

**Deadline** for applications is **March 27th, 2019**

As an employer, Hard Feelings Mental Health is dedicated to building an organization that reflects the diversity of the communities we serve. This includes diversity in languages spoken, culture, race, sexual orientation and gender identity. Requests for accommodation due to disability can be made at any stage in the recruitment process.

**Accessibility:** This position requires some light cleaning and lifting. We do not have an accessible washroom.

We thank all applicants for their interest but only those selected for further consideration will be contacted. **Please do not call regarding this position.**