



ReUzit on State

An MCC Thrift Store

1054 S. State Street
Ephrata, PA 17522
717.733.4934

Executive Director Position Description

Approved June 3, 2026 by the Board of Directors

Job Title: Executive Director Full Time Equivalent: 1.0 FTE (Exempt)

Reports to: Board of Directors

Mission: As a part of the MCC network of not-for-profit thrift shops, ReUzit on State supports the local and global relief, development, and peace projects of Mennonite Central Committee.

Core Values: ReUzit on State is committed to Christian faith in action by offering a friendly, caring presence in the community, by providing opportunities for volunteering time and talents, by receiving and reselling donated items, and by supporting the mission of MCC by donating from net profits.

Scope: ReUzit on State's annual budget is \$3.2 million. There are 46 paid staff and approximately 200 volunteers. Real estate includes the warehouse, store, and parking lot.

Executive Director Job Description Overview:

The Executive Director's primary objective is to uphold the organization's mission and core values, maximize sales, and foster a positive environment for customers, volunteers, and staff members. The Executive Director supervises a 6-person Management Team in carrying out the day-to-day operations, managing staff and volunteers and ensuring the smooth functioning of the store. This person reports to a Board of Directors and relates to the broader MCC Thrift Shop Network.

Qualifications:

- Commitment to the mission and values of the organization, with a passion for serving the community
- Three to five years of experience (desired) in retail management, preferably in a thrift store or non-profit environment
- Bachelor's degree in Business Administration, Retail Management, or related field (preferred but not required)
- Strong leadership skills with the ability to motivate and inspire a diverse team
- Excellent communication and interpersonal abilities with a customer-focused mindset
- Proficiency in fiscal management, budgeting, and basic accounting principles
- Knowledge of retail operations, inventory management, and merchandising best practices
- Basic knowledge of tools and systems such as Microsoft Office Suite, point of sales, QuickBooks, email, social media, etc.
- Aptitude for business development
- Familiarity with relevant regulations and compliance requirements for non-profit organizations
- Able to stand for extended periods of time and to lift up to 35 lbs.

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Responsibilities:

Assist the Board of Directors with Governance:

- Oversee compliance with the organization's by-laws and the Memorandum of Understanding with MCC, and all federal, state, and local regulations governing thrift store operations, including employment and volunteer Fair Labor standards and workplace safety regulations
- Manage and preserve entity assets through use of appropriate risk management, insurance coverage, and safety programs
- Assist the Board in developing a vision and strategic plan setting the direction of the organization
- Recommend policies to Board for approval and ensure the organization is administered according to the policies established by the Board of Directors
- Provide a bimonthly written report on the store's activities and plans
- Communicate regularly with the Board Chair
- Prepare the Board Meeting Agenda in collaboration with the Board Chair
- Attend Board meetings

Lead the Management Team in carrying out the Organization's Operations:

- Develop, train, and oversee a Management Team that will:
 - lead their departmental responsibilities
 - assist in analyzing the current capacities of the organization
 - develop and execute strategic efficiency and growth plans
 - determine necessary resources (equipment, personnel, and expertise) to meet the goals
- Oversee all aspects of the thrift store's day-to-day operations
- Develop and implement efficient operational procedures and policies
- Attend MCC thrift managers' meetings to learn best practices

Financial Management:

- Develop annual goals, budgets and financial forecasts in collaboration with the Controller and Treasurer of the Board
- Monitor sales performance, expenses, and financial metrics to achieve revenue targets and maximize profitability
- Implement cost-control measures and identify opportunities for revenue growth
- Supervise accounting and recordkeeping functions to accurately reflect the performance and financial position of the organization
- Maintain fiscal checks and balances for the protection of staff and the organization
- Approve invoices for payment by bookkeeper

Staff Supervision and Training:

- Ensure a well maintained, clean, organized, and safe environment
- Ensure the recruitment, hiring, training, and supervision of a diverse team of staff and volunteers
- Provide ongoing coaching, feedback, and performance evaluations for managers, support staff and volunteers
- Assure adequate staffing and volunteers, in number and qualifications, to carry out the day-to-day operations

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- Develop and maintain employee and volunteer handbooks
- Foster a positive work environment that promotes core values, teamwork, professionalism, and good employee and volunteer morale
- Oversee and facilitate the work of Human Resources

Customer Relations:

- Ensure exceptional customer service by responding to inquiries, resolving complaints, and addressing customer feedback in a timely and courteous manner
- Implement strategies to attract new donors and customers and retain existing ones through promotional events, social media engagement, and community partnerships

Inventory and Merchandising:

- Develop and implement a marketing plan to maximize use of resources
- Oversee the procurement, sorting, and pricing of donated goods, ensuring quality standards and market competitiveness
- Oversee the development of creative merchandising displays and promotional campaigns
- Assess inventory donation levels and product mix to meet changing customer demand and maximize sales potential
- Develop an annual Promotional/Advertising Plan working with a mixture of media platforms

Community Engagement and Communications:

- Cultivate relationships with churches, donors, community organizations, and local businesses
- Oversee the recruitment of volunteers from the community
- Represent the organization at community events, fundraisers, and networking opportunities
- Develop excellent outward facing communications including press releases, social media posts, publicity, and promotions