Thrift Director
Beverly Bootstraps - Beverly, MA

Organizational Overview
Founded in 1992 as a small food pantry in a church basement, Beverly Bootstraps has evolved into a $6.5 million organization with a 46-member workforce, serving more than 7,000 individuals annually. Our work is anchored in food assistance and supported by wraparound services that address the root causes of food insecurity, enabling clients to strengthen their foundations for long-term success. Our popular Thrift Shop plays a dual role, generating revenue and providing clothing and household goods to clients in need. Together, these integrated supports reflect the organization's belief that lasting change begins with self-sufficiency and is sustained through strong leadership and a shared commitment to dignity and community.

True to our belief that lasting change begins with self-sufficiency, Beverly Bootstraps has built a strong reputation for meeting urgent needs while helping individuals and families toward self-sufficiency. The organization pairs immediate food assistance with personalized supports that empower clients to achieve greater stability and independence. Through case management, adult education programs, youth and family services, and tax preparation services, clients gain tools to overcome barriers and work toward sustained independence. While food assistance remains central to its mission, Beverly Bootstraps embraces a holistic approach that addresses the root causes of food insecurity.

The Opportunity
Beverly Bootstraps seeks a visionary, strategic, and operationally strong Thrift Director to lead and scale the success of the Thrift Shop. This senior leadership role is responsible for setting the strategy, systems, and performance standards for the Thrift Shop while ensuring strong earned revenue, excellent customer experience, and incorporating thrift operations into the organization at large.

Reporting to the Executive Director, the Thrift Director will oversee retail operations, lead and develop retail management staff, and work cross-functionally with development, operations, finance, and program teams to ensure the Thrift Shop is financially strong, operationally disciplined, and deeply aligned with Beverly Bootstraps' mission. Responsible for achieving an annual revenue goal of $1+ million for FY27, this role oversees all thrift staff and volunteers.

The ideal candidate is an entrepreneurial, solutions-oriented retail professional who can balance strategic leadership with being "boots on the ground" in the Shop, in the community, and with stakeholders. The Thrift Shop is poised for significant growth, and the Thrift Director will join the organization at an exciting and critical moment, when both the demand in the resale market and support from the community are at all-time highs.

Responsibilities
- Set and execute the long-term vision and strategy for thrift retail operations, ensuring alignment with organizational goals and earned revenue targets.

- Lead expansion, evolution, and continuous improvement of Bootstraps' retail model, including store format, pricing strategies, merchandising standards, and customer experience.
- Serve as a member of Bootstraps' leadership team, contributing to organization-wide strategy, planning, and decision-making.
- Identify opportunities to increase revenue, margin, and operational efficiency.
- Provide oversight of thrift store operations, ensuring consistency in systems, policies, and performance standards.
- Establish and monitor key performance indicators (KPIs) related to sales, margin, inventory turns, labor, customer experience, and safety.
- Oversee retail inventory strategy in close partnership with thrift staff, ensuring optimal product flow, seasonal alignment, and full inventory turns.
- Ensure strong cash management, POS compliance, financial controls, and accurate reporting.
- Maintain high standards for store appearance, visual merchandising, cleanliness, and safety.
- Directly manage and develop thrift staff, provide coaching, performance management, and professional development.
- Build a culture of accountability, collaboration, and high expectations across the thrift team.
- Support hiring, onboarding, training, and succession planning.
- Model inclusive, values-driven leadership
- Partner with the Development & Communications department to develop promotions, campaigns, and in-store strategies that drive traffic and sales.
- Collaborate with the Finance department on budgeting, forecasting, and performance analysis.
- Ensure strong communication and coordination across departments to support enterprise-wide goals.

Key Skills & Capabilities

- Passion for Beverly Bootstraps' mission and work; demonstrated commitment to building an inclusive society where diversity is valued and all individuals and families have the support and resources to achieve self-sufficiency
- 7+ years of progressive leadership experience in retail operations, multi-site retail management, or a related field.
- Demonstrated success managing revenue-generating retail businesses with accountability for budgets and financial performance.
- Strong experience with inventory management, visual merchandising, POS systems, and retail analytics.
- Proven ability to lead, coach, and develop managers and build high-performing teams.
- Comfort using data, dashboards, and reports to drive decision-making.
- Excellent communication, organizational, and change-management skills.
- Thrives in a fast-paced environment and remains solutions-oriented when faced with challenges.
- Collaborative team leader with the ability to manage multiple projects in a fast-paced environment
- Ability to lift and carry boxes weighing 25+ lbs. and work occasional evenings and weekends as required.

Salary and Benefits
The annual salary for this role is $100,000. This is a full-time position (40 hours per week) and will require some nights and weekends. It is primarily an in-person role at our offices at 35 Park Street in Beverly, with some flexibility for remote work.

Benefits include Health, Dental, Vision coverage, Flexible or Healthcare Spending Account, Supplemental Insurances, company-paid benefits such as life insurance, short and long term disability, PTO, and sick time.

To apply
Please submit a resume and cover letter to acaffrey@beverlybootstraps.org with "*Thrift Director*" in the subject line. Applications will be reviewed as they are received.

Beverly Bootstraps believes that one of a community's great strengths is the rich diversity of its residents in race, religion, national origin, ethnicity, gender, sexual orientation, gender identity and expression, marital status, age, height, weight, physical or mental disability, veteran status, pregnancy, or any other protected characteristic as established by law. Beverly Bootstraps affirms publicly its moral and legal commitment to a policy of equal opportunity and non-discrimination in employment.