



Full-Time
Business Training Managers
Boston Site (1 position) and
Waltham Site (1 position)

More Than Words seeks business oriented, highly motivated, and detail-oriented managers to lead a team of 5-6 youth employees to manage their own retail and online used bookstore and community space. These positions require individuals with prior retail experience (bricks and mortar, as well as online retail), a commitment to working directly with youth and a track record of motivating and supervising a team to establish and meet high performance standards. As with any retail enterprise, these positions will require flexible scheduling and direct work with customers and suppliers.

More Than Words is a nonprofit social enterprise that empowers youth, ages 16-24, who are in the foster care system, court involved, homeless, or out of school to take charge of their lives by taking charge of a business. MTW offers job training opportunities and transition support services to equip youth with first-hand experience in working as a team to operate retail and online businesses and to develop the tools to enable them to make progress around education, employment and life goals. The MTW model is premised on the belief that an actual job, one which provides hands-on, real-world training combined with high expectations, accountability and opportunities for personal development, is the best way to equip youth to gain marketable skills critical for success in school, work and life. (see www.mtwyouth.org for more about More Than Words)

MTW is an exemplary organization that has continually held up a mirror to identify areas for improvement and accountability; that ethic is part of the culture and fabric of MTW and it extends to our commitment to ensure our staff and board reflect the racial and ethnic diversity and lived experiences of the young adults we are privileged to serve.

The Boston position reports to the Associate Director of Online Operations and the Waltham position reports to the Associate Director of Operations. These positions work in partnership with the business staff, interns and volunteers, and serve as a role model and professional resource for youth. These positions offer an exciting opportunity for an individual with a high degree of social responsibility and an orientation to high performance to join a growing organization that combines “doing good, while doing well.”

The Business Training Managers will:

Manage Retail Shifts in order to meet Financial Goals:

- **Oversee all aspects of the store and online businesses including maximizing profitability, training, inventory management, marketing, merchandising and events**
- **Oversee all safety, policies and procedures to open and/or close the store on specific days including some evening and weekend shifts**
- **Lead a shift of 5-6 youth to ensure success of all business activities: serve customers, execute projects & events and fill online orders**
- **Continually monitor and improve systems to meet revenue benchmarks for online & store**

Train Youth Employees:

- Work alongside youth to provide ongoing training, feedback and support for youth to improve performance in online & store business operations
- Hold youth employees accountable for all safety, policies and performance including attendance, punctuality, professionalism and efficiency with tasks on shift
- Work with youth and staff to support weekly Team meeting with all members of MTW
- Manage training manual updates, and training schedule coordination with Management Team

The Business Training Managers must be high-energy individuals who enjoy teaching others, hitting goals, and working in a fast-paced environment during evening and/or weekend hours. The ideal candidates will have at least 3+ years of retail, book and/or business experience and a proven ability to inspire and compel others to exceed expectations. S/he should have successful experience teaching, training or supervising new learners, and a talent for empowering and engaging others to work together to achieve goals. Successful candidates will have exceptional communication skills, and sensitivity for MTW's diverse constituencies. Great customer-service, technological aptitude and a willingness to be accountable for the business are keys to success!

Candidates must be able to regularly lift boxes weighing approximately 25 lbs. and be able to move easily up and down stairs. Candidate must be able to work some evening and weekend shifts.

Benefits:

- Medical and Dental Insurance
- 401K
- Generous paid vacation and sick time
- Significant growth opportunities and professional development
- Employee Discounts

Compensation: Competitive; commensurate with skills and experience.

To apply, please send resume and cover letter to businesstrainingmanager@mtwyouth.org

MTW's sites are commuter friendly and conveniently located near public transportation.

More Than Words is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin, religion, sex, sexual orientation, disability, age, citizenship status, veteran status or any other characteristic protected by applicable federal, state or local laws.