



Business Training Manager/Youth Trainer – Waltham, MA

About the Organization

More Than Words (MTW) is a nonprofit social enterprise that empowers youth 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. By working as a team to manage their own retail and online used book business and community space, youth develop the employment skills, leadership, and self-confidence they need to successfully transition to adulthood.

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. People of color are highly encouraged to apply.

The Job

The Business Training Manager is both the online shift manager and a coach for our youth. This is a full-time on-site exempt salaried position with full benefits. The salary range is 42K-52K, commensurate with experience. The Business Training Manager position offers 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.”

Based on your previous experience and after intensive supported paid training you will be managing and leading shifts as the lead Manager on duty at your site within one month. We train you and you train, inspire, hold accountable and support your team. Previous experience in a retail setting, bookstore or online industry preferred but not required.

Essential Functions:

Manage Shifts in order to meet Financial Goals:

- Oversee all aspects of the ecommerce business including maximizing profitability, training, inventory management. Assist with merchandising, marketing, and events in the retail space as needed
- Oversee all safety, policies and procedures to run shifts, including some evening and weekend shifts Assist with opening and/or closing the store as needed.
- Lead a shift of 5-6 youth to ensure success of all business activities: Inventorying, fulfilling orders, customer service, and quality control
- Continually monitor and improve systems to meet revenue benchmarks for online & retail

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

Required Qualifications:

- Willingness and able to be accountable for the business operations results
- Preparedness to serve as a role model and professional resource for youth
- Willingness to work towards continual education as it related to anti-racism, and participate in anti-racist trainings and curriculum
- A commitment to working directly with youth and a track record of motivating and supervising a team to establish and meet high-performance standards
- Ability to work a full-time flexible schedule, including some early morning, night and weekend shifts, willingness to get the job done, and to respond to urgent issues when they arise
- Ability to multi-task in a fast-paced setting
- Detail oriented and organized nature
- Exceptional communication, and sensitivity for MTW's diverse constituencies
- Great customer-service skills
- Ability to train effectively across across learning styles and a range of grade levels
- Able to regularly lift boxes weighing approximately 25 lbs.

Preferred Qualifications:

- Experience managing and supervising for at least 3 years. Ideally in retail or online enterprise
- Possess a valid driver's license

Education:

- A high school diploma, GED or significant work experience is required.
- A four-year college degree is preferred, or relevant work experience may be considered in lieu of a college degree

Benefits:

- Medical and Dental insurance, 401K
- Paid vacation and sick time
- Significant growth opportunities and professional development
- Employee discounts

Salary:

- Commensurate with experience \$42,000 - \$52,000

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.

MTW's Waltham site is commuter friendly and conveniently located near public transportation.

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