



PO BOX 4955  
Jackson, MS 39296-4955  
Phone: 601-355-6276

Email: info@goodsamaritancenter.org

#### Our Programs and Services

- Clothing Closet
- Furniture and Household Program
- Emergency Food Pantry
- Case Management
- Community Soup Kitchen
- Good Samaritan Inn
- Traveler's Assistance for Stranded Families
- Medicine and Medical Supplies
- Representative Payeeship
- Emergency Church Screenings
- School Supply Program
- Emergency Financial Assistance
- Mid Town Meals with Wheels
- Fire Victim/Disaster Assistance
- Information and Referral
- Christmas Clearinghouse
- NUTS: Neat Used Things for Sale

## JOB ANNOUNCEMENT: MANAGER

Progressive nonprofit social service organization seeking employee to oversee all aspects of the organization's Pinebelt fundraising efforts which include concession, thrift/resale store, and bingo establishment

Must have good leadership skills, be detail oriented, and have a knack for outstanding customer service.

### Education and Experience:

2 year degree in related field of retail, hotel/motel or food service management and 2 years of management experience, or

4 year degree in related field of retail, hotel/motel, or food service management and two years experience in related customer service field.

Basic knowledge of Computers and Word Processing; typing required.

**Salary** based on experience: range \$30,000-43,000 plus benefits

## IMPORTANT

Thank you for inquiring about the Manager position at The Good Samaritan Center. Enclosed is an application for employment. Please complete and return with resume, education diploma, cover letter, and references to:

The Good Samaritan Center  
PO BOX 4955  
Jackson, MS 39296-4955

**Deadline:**  
**Applications must be received by May 28th, 2010.**

# **Manager of Fundraising and Community Development/Laurel**

**JOB TITLE:** Manager

**ACCOUNTABILITY:** Reports directly to Executive Director

## **JOB SUMMARY:**

Providing direct oversight of all fund raising endeavors for Good Samaritan in the Pine belt area, including the overall management of the concession stand, thrift store and bingo parlor, the oversight of facilities, and the management of vendor and customer relations.

## **DUTIES AND RESPONSIBILITIES:**

### **Concession**

#### **Staff management**

- o Provide supervision of the concession operation
- o Hire, schedule, direct and train all staff
- o Oversee the staff in quality performance of all job duties, tasks and responsibilities
- o Work with staff to promote and increase sales
- o Enforce work rules such as dress and personal hygiene requirements
- o Oversee payroll

#### **Facility management**

- o Maintain sanitation and customer service standards within the Concession by setting and overseeing routine cleaning schedules.
- o Ensure that the concession area is maintained as an “A” establishment in accordance with Mississippi Department of Health Standards
- o Ensure that all equipment is well maintained and repaired as needed
- o Monitor portion, cost, and waste control\_
- o Monitor food and supply levels and order inventory as needed
- o Oversee cash control procedures by maintaining cash drawer, daily deposits and collecting shortages
- o Secure or hire two employees with a Safe Serve certificate within 90 days of employment
- o Perform various food preparation functions as needed to include cooking, grilling, brewing, and/or any other methods

#### **Customer Service**

- o Enforce food and beverage preparation requirements to ensure quality service and to ensure that quality food is served in a prompt, courteous manner. \_
- o Act as a public relations liaison with our customers.
- o Assist in the promotion of the concession stand and the promotion of special events and special sales (PR/Marketing via print, radio, television)

### **Thrift store**

- o Oversee the store's management team in order to operate a quality resale store
- o Assist in the procurement of donations to be made available for resale
- o Oversee the cash management of the store
- o Assist in the promotion of the resale store and the promotion of special events and special sales

## **Bingo**

### **Staff Management**

- o Provide general oversight of the entire bingo operation
- o Hire, train, and manage the supervisors and bingo employees
- o Meet with supervisors on a weekly basis, to plan events and discuss problems.
- o Oversee scheduling of bingo employees and supervisors
- o Oversee and collect employee shortages
- o Oversee payroll

### **Program management and Marketing**

- o Be contact person for bingo
- o Plan monthly activities/programs for bingo sessions
- o Create patron handouts
- o Set up programs in the caller machine and sales unit for each bingo session
- o Update message on bingo hot line.
- o Oversee weekly ordering of supplies

### **Customer Relations**

- o Handle questions and concerns from employees and customers.
- o Investigate and handle customer complaints
- o Be available for any problems during bingo sessions or potential problems.
- o Assist in the promotion of the bingo and the promotion of special events
- o Lead the bingo staff in a commitment to superior customer service

### **GENERAL:**

- o Manage the general appearance of the facility to make sure all public and employee space is clean
- o Represent the organization to the community
- o Coordinate and oversee volunteers or unpaid workers
- o Observing and implementing established policies and procedures
- o Participating in all staff development activities & meetings
- o Performing other duties as requested by Executive Director

### **SKILLS AND EDUCATION REQUIREMENTS:**

- o Two year degree in related field of retail, hotel/motel or food service management and 2 years of management experience, or
- o Four year degree in related field of retail, hotel/motel, or food service management and two years experience in related customer service field
- o Basic knowledge of Computers and Word Processing; typing required
- o Certified in first aid procedures and cardiopulmonary resuscitation (CPR) or willing to become so

## **NEEDED ATTRIBUTES:**

- o Ability to communicate.
- o Desire to provide **stellar customer service**
- o Motivating leader/manager
- o Ability to work non-traditional hours including nights and weekends
- o Ability to **manage multiple projects and** responsibilities at once
- o Must possess **professional demeanor and image**,
- o Must possess good people skills and enjoy working with the public.
- o Must be self-motivated and willing to give 100% at all times.
- o Must possess a desire to work in a fast paced, customer service oriented environment.
- o Must be 18 years of age.



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# Application for Employment

We are an equal opportunity employer, dedicated to a policy of nondiscrimination in employment on any basis including age, sex, color, race, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions

*(Please Print)*

## I. Personal Information

Name: Last First Middle

Present Address

Permanent Address (if different than above)

Social Security Number

Home Telephone

Work Telephone

Federal law prohibits the employment of unauthorized aliens. All persons hired must submit satisfactory proof of employment authorization and identity (valid drivers license, birth certificate, Green Card, etc.) within three days of being hired. Failure to submit such proof within the required time shall result in immediate employment termination.

U.S. Citizenship or Permanent Resident? Yes or No    Are you 18 years or older? Yes or No

**Resume:** You must attach a current resume and cover letter to this application.  
**Education:** You must attach copy of diploma(s) or transcripts, and any other certifications.  
**References:** You may attach references and any other pertinent information you wish to share.

**Position Applying For: Manager    Wage: starting @ \$30,000**

1. Is there any information we would need about your name or use of another name for us to be able to check your work record? Please specify:

2. How were you referred to The Good Samaritan Center?

3. Have you ever been convicted of a crime other than minor traffic offenses?    Yes    No  
If yes, please explain:

4. Have you ever been discharged or forced to resign from a position?      Yes              No  
If yes, please explain:

5. Is there anything that prevents you from performing the essential functions of this job with or without reasonable accommodation?

6. Do you have current first aid training? Yes or No      CPR? Yes or No      adult or pediatric?

*Please include all employers in the last ten years.*

_____	_____
Company Name (Current or Most Recent Employer)	Position Held
_____	_____
Address	Wages: Start _____ End _____
_____	_____
Manager / Supervisor	Telephone
_____	_____
Dates Employed: From _____	To _____
Reason for leaving: _____	

**2.**

_____	_____
Company Name (Current or Most Recent Employer)	Position Held
_____	_____
Address	Wages: Start _____ End _____
_____	_____
Manager / Supervisor	Telephone
_____	_____
Dates Employed: From _____	To _____
Reason for leaving: _____	

**3.**

_____	_____
Company Name (Current or Most Recent Employer)	Position Held
_____	_____
Address	Wages: Start _____ End _____
_____	_____
Manager / Supervisor	Telephone
_____	_____
Dates Employed: From _____	To _____
Reason for leaving: _____	

**Note: Use a separate sheet to list additional employers, if necessary. We will contact all of the employers listed on this application unless you specifically exclude them below. Please list any employers you do not want us to contact and your reason for the exclusion.**

\_\_\_\_\_  
Employer's Name Reason

\_\_\_\_\_  
Employer's Name Reason

### III. Education

Name of high school you attended: \_\_\_\_\_

City: \_\_\_\_\_ Year graduated: \_\_\_\_\_

Name of college (s) you attended: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Major: \_\_\_\_\_ Year graduated: \_\_\_\_\_

Are you planning to continue your education? Y or N When? \_\_\_\_\_

What are those plans?: \_\_\_\_\_

List all courses you have taken in related fields:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*\*Business, Professional, or Educational-Do not list relatives or previous employers. These people will be contacted.*

1. Name: \_\_\_\_\_ Years Known: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_ Occupation: \_\_\_\_\_

Name: \_\_\_\_\_ Years Known: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_ Occupation: \_\_\_\_\_

Name: \_\_\_\_\_ Years Known: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_ Occupation: \_\_\_\_\_

**I certify that the answers given on this application are true and complete to the best of my knowledge. Furthermore, I authorize the center to verify all information contained in this application and authorize the center to contact all persons mentioned. I understand that this is an application for employment and that no employment contract is being offered.**

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

## APPLICATION QUESTIONS

Why do you desire to work in the customer service industry? \_\_\_\_\_

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Explain briefly why you are interested in this job: \_\_\_\_\_

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What are your thoughts on "excellent customer service"? \_\_\_\_\_

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Describe your thoughts on what makes a successful manager.: \_\_\_\_\_

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If hired, what kind of commitment do you expect to be able to give to our organization? \_\_\_\_\_

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What are your goals for the next 1-5 years? \_\_\_\_\_

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What are your goals for the next 5-10 years? \_\_\_\_\_

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If we were to ask your best friend what he/she thought your five best qualities are, what do you think he/she would say?

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If the same person were to say what you need to improve, what would it be?

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Name: \_\_\_\_\_

Date: \_\_\_\_\_

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