



VICE PRESIDENT OPERATIONS

Ridgeland, MS

January 2025

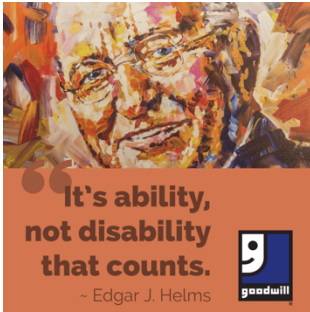
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The Company – Goodwill Industries International



Dr. Edgar J. Helms, a Methodist minister, founded the international Goodwill Industries movement in 1902. As a settlement worker in Boston's South End, Dr. Helms looked for a way to help new immigrants get on their feet. Dr. Helms' motto, "Not charity, but a chance" inspired thousands of people to be generous in a new way – by donating their clothing. Dr. Helms created a business model that created jobs through the collection, repair and sales of material donated by the public.

Goodwill Industries International (GII) supports a network of 153 non-profit member organizations across the World. Each local Goodwill organization delivers opportunities and services that meet people where they are. From training, education and job placement to transportation assistance, Local Goodwill organizations also help people prepare for and join the local workforce to strengthen their communities.

[2022-GII-Annual-Report.pdf](#)

[Goodwill Industries International – Local Goodwills are nonprofits that help people overcome challenges to build skills, find jobs and grow their careers. #PowerOfWork](#)

[Our Leadership – Goodwill Industries International](#)



Assignment

Vice President of Operations

Company

Goodwill Industries of Mississippi

Reporting Structure

President/CEO

About Goodwill Industries of Mississippi

1957 was a very good year. Thanks to a partnership with the Mississippi Department of Rehabilitation Services beginning in 1957, Goodwill Industries of Mississippi has been able to further both organizations' mission of helping Mississippians with disabilities find employment and gain independence.

Goodwill of Mississippi opened its first store in July 1957 at 113 South State Street in Jackson. 600 Boy Scouts distributed donation bags to 10,000 households in Jackson during that sweltering Mississippi summer, while Navy and Marine reserves helped the Scouts collect the bags. These **contributions** allowed Goodwill to open with an abundance of clothes and goods for the public.



Since the 1950s, Goodwill of Mississippi has grown significantly from that first location on South State Street. With numerous locations across the state, we serve more Mississippians than ever before. Our core mission is the same one we started with all those years ago: Goodwill helps people with disabilities and other barriers obtain employment.

As the first executive director of Goodwill of Mississippi, Douglas Hackett stated: "In order to be served by Goodwill, a person must be willing to put forth an effort to serve Goodwill." Goodwill of Mississippi, in partnership with a caring community, continues to offer a hand up to those with barriers to climb — for 60 years and counting!

Mission:

Goodwill Industries of Mississippi, Inc. transforms lives through lifelong learning and meaningful work. This position is expected to align with the organization's mission and contribute to achieving its goals.

Our Vision:

Every person has the opportunity to learn, work, and thrive in life.

Our Values:

Purpose	We transform lives
Results	We strive to excel
Opportunity	We pursue opportunity
Praise	We celebrate successes
Enjoyment	We enjoy fulfilling our mission
Learning	We promote lifelong learning



Position Summary

The Vice President of Operations will be responsible for driving revenue to support the Goodwill mission. This executive will provide vision, leadership, and daily management of donated goods retail business operations and E-Commerce. This includes donation acquisition, retail sales performance, mission integration, omni-channel retail management, customer service, and the development of key performance metrics. This executive will use sophisticated data analytics while leading purchasing, distribution, and ROI of new goods for retail stores. The role also oversees maintenance, facilities, and transportation operations. As a key member of the executive leadership team this individual must be skilled at leading through influence and using/developing sophisticated data analytics to drive revenue.

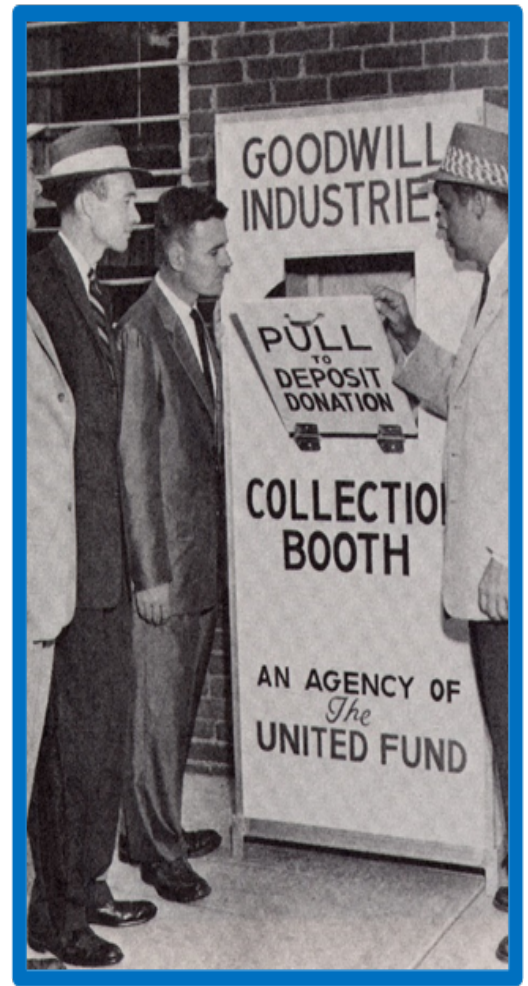
Reporting to a seasoned and accomplished CEO, this leader will have the opportunity to learn and develop skills to grow professionally. The CEO of Goodwill Mississippi possesses the knowledge and leadership ability to satisfy an inquisitive leader excited to advance their career. As important as driving revenue through growth and expansion and process improvement, this executive must be committed to workforce development and promote the Goodwill mission throughout the community. The culture of Goodwill of Mississippi is a family friendly and open environment. Individuals are empowered to take on more responsibilities and grow the critical mission throughout the community.

This senior executive will ensure the mission of Goodwill is integrated within the retail operations. This executive will work closely with the Learning and Development Director to develop team members and oneself. This is a high-profile role therefore this executive must have a professional demeanor and ability to represent Goodwill throughout the community.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Leadership and Accountability:

- Oversee POS and IT Support Specialist, Acquisitions & Allocations Manager, E-Commerce Manager, Retail Employees, Outlet Employees, and New Goods Manager.
- Hold team members accountable to established practices and procedures.
- Lead staffing, training, and customer service initiatives to enhance profitability.
- Develop team goals and monitor progress; encourage Managers to develop a culture of empowerment to achieve goals.
- Be a strategic partner to the CEO and Executive team.
- Lead retail staffing, training, and customer service initiatives to enhance profitability.
- Participate in Goodwill Industries International's development offerings and coordinate local training events with department heads.
- Work with the head of Human Resources and Workforce Development to develop a strategy to hire and retain the top retail employees in the community.
- Promote the mission of Workforce Development by encouraging retail staff to share successes with customers and donors.
- Work closely with the CEO and CFO regarding budgeting and forecasting.
- Identify short-term and long-term strategies to drive revenue.



Innovation:

- Cultivate a team dedicated to innovation of technology, process, and operations.
- Evaluate logistics partnerships to capture high-quality donated goods throughout the community.
- Capture critical data to best understand donors and customers, present trends and strategies to the CEO.

Retail Stores and Donation Centers:

- Partner with Mission and Learning and Development leadership to offer services to staff; encourage team members to reach their full potential through training and development.
- Be the shopping and donation destination of choice for the community; identify opportunities to attract donated goods.
- Promote a safety-first environment.
- Develop strategies and action plans to optimize processing and monetize donated goods.
- Implement business metrics and procedures to achieve desired outcomes.
- Ensure the upkeep and compliance of facilities and transportation operations.

Operational Excellence:

- Implements key performance indicators for retail and e-commerce operations.
- Develop a relationship with the greater Goodwill network's donated goods retail leaders; share ideas and seek best practices.
- Establish and implement efficient production processes for donated goods.
- Implement key performance indicators for retail and e-commerce operations.
- Ensure goods are positioned to maximize revenue in an omni-channel environment.

Ideal Candidate Profile:

- Commitment to the mission and vision of Goodwill Industries of Mississippi,
- Five years of experience managing multi-unit retail operations, including facilities, maintenance, and transportation
- Strong multitasking and attention-to-detail abilities
- Advanced technology skills; Microsoft Office Suite and POS systems
- Leadership and team management
- Strong analytical and financial acumen
- Possesses a passion for consumer behavior and retail trends
- Excellent data analytic skills
- Strong written and oral communication skills
- Proficiency in financial statements and cash control procedures
- Vendor management experience

Education:

- Bachelor's degree in Business Administration

Requirements:

- Ability to pass background checks and alcohol/drug screenings.
- Outstanding record of safety standards
- Valid driver's license
- Frequent travel within the territory, including visits to business locations and occasional travel across the U.S. for conventions or training

Location:



Ridgeland is recognized in the South for its fine shopping and delicious dining. Community events, vibrant entertainment, and festival fun are part of the Ridgeland experience. An enthusiasm for art and culture, history and heritage, and fitness and sports is evident throughout Ridgeland. The high quality of life in Ridgeland comes from our energetic city government and our actively involved citizens. Together, we have created an attractive, healthy living environment of which we can all be proud.

Nestled just north of the state's capital city, the City of Ridgeland, Mississippi is a safe haven for individuals and families seeking convenient access to the vibrant economy and rich cultural tapestry of Mississippi's largest metropolitan area. By and large, Ridgeland residents prosper in a community that offers the best of both worlds. A robust economy combines with a small-town way of life to make Ridgeland perfect for business and family.

In Ridgeland, you can enjoy a close-knit community and family-oriented neighborhoods. Sizable parks and plenty of recreational opportunities bring individuals and organized groups together outdoors for the benefit of their health and social interaction. Education is highly valued in Ridgeland where we boast Star-Rated schools within the Madison County School District as well as a community college and private schools.