



Vice President of Retail

New Orleans, LA

Goodwill

Industries of Southeastern Louisiana, Inc.



®

Goodwill Industries of Southeastern Louisiana

Our Mission

We offer opportunities to people with employment barriers to improve their economic self-sufficiency through training, education, support services and employment.

Our Values

Our GWSELA values are at the core of who we are and what we do.

Good Attitude

Work Together

Standards

Embrace Change

Leadership

Accountability

Our History

Founded in 1947, Goodwill Industries of Southeastern Louisiana has helped thousands of individuals in need onto a path toward reclaiming their independence. Backed by our thrift stores, we operate several divisions including employment services, retail and workforce development, each contributing to the community and well-being of others in important and diverse ways.

Our Work

Across 23 parishes throughout southeastern Louisiana, we operate 23 retail stores, 1 outlet store, 4 attended donation centers (ADCs), 5 opportunity centers and Goodwill Technical College.

During the 2024 fiscal year:

- 4,797 individuals received services.
- 512 individuals were placed into employment through workforce development.
- 141 students were enrolled in industry-based education programs at Goodwill Technical College.
- 21,000,000 pounds of material were diverted from local landfills.
- 608,211 donors generously offered us their gently used items.
- 870 team members were employed at Goodwill.

New Orleans, LA

Goodwill Industries of Southeastern Louisiana is headquartered in New Orleans, Louisiana. New Orleans is home to Tulane University, Loyola University, Xavier University, Dillard University, Southern University and the University of New Orleans. Notable companies headquartered here include KREWE, Entergy, Reily Foods, Ochsner Health, LCMC Health, Adams & Reese, Jones Walker, Phelps Dunbar and Laitram.

New Orleans offers a big-city atmosphere with small-town charm and hospitality. With hundreds of restaurants and bars, more than 130 annual festivals and largescale events such as Mardi Gras, there is always something new to eat, hear or explore. The French Quarter offers unique pieces of history and culture, while places like Audubon Park or City Park offer a taste of nature. We are also home to the New Orleans Saints (NFL) and Pelicans (NBA).

New Orleans is also teeming with family-friendly activities like Audubon's zoo, aquarium and insectariums, the Louisiana Children's Museum, Storyland and more.

Home to Louis Armstrong International Airport (MSY), the Port of New Orleans and an Amtrak station, there are countless easy ways to travel to and from the city.

"You can live in any city in America, but New Orleans is the only city that lives in you."

– Chris Rose



Vice President of Retail

The Vice President of Retail serves as a key member of Goodwill's executive leadership team and is responsible for the strategic direction and operational performance of all Donated Goods Retail enterprises across Southeastern Louisiana. This role oversees retail stores, attended donation centers and warehouses, ensuring excellence in financial performance, customer experience and mission impact.

Job Summary

- Provides strategic leadership and operational oversight of all donated goods retail operations.
- Develops and executes long- and short-term strategic plans, budgets and performance goals.
- Sets financial outcomes for the retail division and ensures alignment with organizational objectives.
- Ensures profitability through effective monitoring of KPIs, sales performance, budgets and operational data.
- Creates an outstanding customer shopping experience through service, merchandising and cleanliness standards.
- Builds and leads a culture of continuous improvement, safety and operational excellence.
- Develops, mentors and coaches retail leaders to create a high performing, engaged workforce.
- Partners with Marketing to ensure effective promotion of retail locations and donation efforts.
- Safeguards the quality and integrity of donations through proper intake, processing and merchandising practices.
- Leads cross-functional initiatives and participates as a key member of the senior executive team.
- Represents Goodwill at community, business and civic events to strengthen visibility and brand awareness.

Education and Qualifications

- Bachelor's degree in business administration, management or related field required; master's degree preferred.
- Minimum 10 years of senior leadership experience managing multi-unit retail, service industry or operations management.

- Proven track record of driving sales growth and profitability with full P&L accountability.
- Strong aptitude for strategy development, financial oversight and execution of complex operational plans.
- Experience in talent management, leadership development and succession planning.
- Ability to foster collaboration across all levels of the organization and lead through influence.
- Excellent communication, project management and analytical skills.
- Demonstrated ability to manage multiple priorities in a fast-paced, high-growth environment.
- Commitment to Goodwill's mission and values with a customer-first mindset.
- Willingness to travel throughout the retail territory.

Reporting Relationships

The Vice President of Retail reports directly to the President & CEO of Goodwill Industries of Southeastern Louisiana. Direct reports include district managers, retail directors, warehouse and logistics leaders, as well as other key retail staff.

Benefits

Benefits Include:

- Competitive salary and performance-based incentives
- Comprehensive medical, dental and vision coverage
- Retirement savings plan and life insurance
- Paid time off and holidays
- Opportunities for professional development and advancement
- The chance to work for one of the most respected nonprofit organizations in the region, making a direct impact on individuals and communities

APPLY HERE

*Goodwill Industries of Southeastern Louisiana is an EEO Employer -
M/F/Disability/Protected Veteran Status*