



Hospitality House

1262 Sutton Way, Grass Valley, California 95945 • (530) 271-7144 • hhshelter.org

Job Description – Assistant Manager for Bread & Roses Thrift

REPORTS TO: Manager, Rochelle Rountree

HOURS: 20+ hours per week

SALARY: Paid position \$14

The Assistant Manager, Retail is responsible for customer service, display set-up and maintenance, merchandise presentation, cleanliness, and ensuring that standards of performance are communicated and attained. The Assistant Manager, Retail will ensure that all company policies and processes are communicated to Associates, upheld, and where necessary enforced.

The Assistant Manager, Retail is responsible for supervising staff, monitoring workflow and aligning with customer traffic, customer satisfaction, attaining sales goals, and upholding company policies and practices. The Assistant Manager, Retail will spend more than 90 percent of their time focused on these tasks.

Education Requirements (the candidate must possess a minimum of two, in addition to the diploma):

- Training in processing operations and practices
- Training in employee policies and / or human relations practices with sales floor associates
- High School Diploma
- Some college or degree
- Sales and / or merchandising and / or customer service training

Past Work Experience (the candidate must possess a minimum of two):

- 5-8 years of experience in a retail environment, preferably with a big box chain.
- Consumer retail or thrift businesses
- Past line management experience not limited to hiring, termination, performance review, and policy adherence.
- Experienced in merchandising standards, sales, and customer service best practices.

Key Attributes and Qualifications:

The candidate must have a combination of strength, compassion, focus, and engagement attributes. These traits should be evident in the initial interview with the candidate

communicating examples of past results achieved through direct reports that are sales associates. Some examples include, but are not limited to attaining or beating sales targets, increasing sales through merchandising changes, customer satisfaction improvements through engagement of employees.

Key job duties include:

- Meets sales targets through optimum sales floor organization and merchandising standards
- Maintains a safe and clean work environment
- Ensures pricing is correct
- Develops customer excitement through floor displays and assortment
- Plans seasonal changeover process to ensure effective use of donations
- Ensures promotions are accurate and meet company standards
- Develops staff by recruiting talent, engaging employees, orienting new hires, and training in the B&R Way of retail floor management
- Monitors customer traffic and ensures employee availability to meet demand
- Monitors performance through the use of employee attainment recordkeeping
- High energy level, strong leadership skills, independent thinker
- Tactful interaction with customers, peers, subordinates, and upper management
- Conduct business with a high sense of urgency
- Resolves organizational issues by investigating and involving specialists (HR and Sr. Management)
- Develops technical knowledge through professional organizations, seminars, internal training
- Manages customer complaints and suggestions independently and within company policies.

Other Skills:

- Data Driven – tracks and evaluates employee performance
- Integrity – drives the benefits of ATS, not individual or personal preference
- Collaboration – able to work with and through others
- Interpersonal / Extrovert – comfortable interacting with customers and hourly employees
- Efficient – produces significant results with minimized effort
- Follow-through – meets commitments
- Communication – strong verbal and writing skills

We are an Equal Opportunity Employer and do not discriminate against applicants due to race, ethnicity, gender, veteran status, or on the basis of disability or any other federal, state or local protected class.

Date: _____ Sign: _____