Hospitality House

Providing Pathways to Housing

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

POSITION DESCRIPTION

Position**:** **Production Lead**
Reports to: Thrift Store Manager — Status: Non-Exempt
Location: Bread & Roses Thrift — Schedule: Full Time
840 East Main St., Grass Valley — Date Prepared: December 6, 2017

POSITION SUMMARY:
The Production Lead is responsible for setting and achieving daily production goals, including pricing of merchandise; processing of donations; and visual merchandising ensuring the constant availability of quality items for sale within a clean, well-organized shop that is appealing to customers. The Production Lead supervises both production staff and volunteers, providing clear instruction and support related to hanging, pricing and quality assurance while also mentoring others to succeed. The overall goal of the position is to ensure the steady production of available merchandise for sale; offer a variety of choices among donated items; continuously look for new and creative ways to display merchandise.

ESSENTIAL DUTIES & RESPONSIBLITIES:
- Ensures the achievement of production daily/weekly/monthly quotas.
- Works with, supports and/or directs production staff and volunteers to meet quotas.
- Provides excellent leadership, mentoring and team building to achieve goals.
- Maintains cleanliness and organization of production area.
- Works cooperatively with visual merchandisers and sales floor staff.
- Manages breaks and lunch hours of production staff.
- Submits lists of needed items to the Store Manager for regular ordering.
- Provides assistance with pickups and sales floor duties when needed.
- Provides topics of discussion for daily meeting.
- Leads daily production team meetings.
- Helps with other duties as assigned.

ATTENDANCE:
Must be punctual and timely in meeting all requirements of performance, including but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

BUSINESS NECESSITY:
The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore it may become necessary to make modifications to how business is conducted and work is accomplished,

with minimal or no advance notice to employees. Accordingly, the employee must be capable of adopting with minimal or no advance notice, to change in how business is conducted and work is accomplished, with no diminishment in work performance.

SAFETY AND SECURITY:
All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES:
Supervises scheduled production staff and volunteers to insure the production goals are reached daily. Assists the Store Manager and Store Operations Supervisor with the overall direction, coordination, and merchandise production (hanging, tagging, steaming and pricing). Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees and volunteers; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:
High school diploma or general education degree (GED); or six months to one year of related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:
Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in a one-on-one and small group situations to volunteers, customers, clients, and employees of Hospitality House.

COMPUTER SKILLS:
To perform this job successfully, an individual should have knowledge of: Electronic Mail Software (Gmail) and be able to access online payroll “hub.”

CERTIFICATES, LICENSES, REGISTRATIONS:
- Have access to reliable transportation and/or maintain a valid driver’s license.

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:
- Knowledge of modern office practices and procedures, including the operation of data processing and personal computer systems and other standard office equipment.
- Use initiative and independent judgment within established guidelines.
- Understand and carry out oral and written directions. Ability to communicate clearly and effectively with others.
- Prioritize work and coordinate several activities.

- Establish and maintain positive and cooperative working relationships with those contacted in the course of work, including a culturally diverse general public.
- Asks for guidance and assistance when needed as opposed to performing duties without clear understanding.
- Flexible and open to direction, accepting constructive feedback readily.
- Knowledge of retail industry and/or non-profit thrift stores preferred.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand for prolonged periods of time, as well as walk, bend, kneel, squat, push, and stoop, and occasionally sitting; use hands to finger, handle, or feel; reach with hands and arms; talk and hear; smell. The employee must regularly lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically moderate to high with high levels of distraction.

Warehouse type environment; temperature varies; loud noises; exposure to dust.

HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or disability.

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Printed Name: _____ Date _____

Signed:_____