



POSITION DESCRIPTION

Position: **Thrift Store Manager** Status: Exempt/Full-time
Reports to: Executive Director Hours: 40 hours per week
Location: Bread & Roses Thrift Store Date Prepared: August 10, 2017
840 East Main St., Grass Valley, CA

POSITION SUMMARY:

The Thrift Store manager will be responsible for the day-to-day operational management of the Bread & Roses Thrift Store, including staff and volunteer supervision; customer care; financial oversight and cash handling procedures; attaining sales goals and revenues; setting standards for loss prevention; team building; donation processing; and visual merchandising. The Thrift Store Manager also serves as a member of the Management Team.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Operations and Store Management

- Develop and implement written procedures for store operations, including opening, and closing the store; procedures for accepting, sorting, pricing donations; security procedures for staff and volunteers, handling of cash, and other relevant procedures as needed.
- Oversee the processing of donated items; manage the rotation of items and the disposal of donated items in a timely fashion. Processes include: sorting, hanging, tagging, steaming, displaying and disposing of donated items.
- Contribute to the development of annual revenue projections to meet financial goals.
- Manage monthly budget, maintaining supply inventories.
- Control petty cash, ensuring appropriate expenditures and receipts.
- Ensure that all sales transactions (cash, checks, credit cards) are handled properly and in line with Bread and Rose's cash handling procedures and credit card compliance standards (PCI DSS compliance).
- Provide ongoing financial reporting to the Executive Director regarding sales progress during certain time periods as well as by department. Be aware and have knowledge of daily, weekly and monthly sales performance, percentage of sales goals reached and overall operation of the store.
- Maintain and increase knowledge of resale, thrift, consignment and retail trends through daily reading (e-mail list serves, publications) and participation in webinars, staff meetings, and periodic offsite training.
- Oversee backdoor issues such as donations that were left and the upkeep of the dumpster.
- Manage and oversee the schedule and pick-up of donations. Ensure that the truck is maintained and in good working order.
- Identify maintenance problems at the store and communicate needs to the Executive Director and/or the Program Manager to ensure a safe, pleasant, and clean working environment for staff, volunteers, and customers.

- Conduct daily safety inspections by walking the store before opening to make sure floors are free of potential hazards. Ensure restrooms are in working order and aisles are clear.
- Support volunteers and staff on the sales floor with customer conflicts, pricing issues, etc.
- Work with and support the efforts of the Volunteer Coordinator to increase volunteer hours to reduce staffing costs whenever possible.

Staff Management

- Supervise staff and volunteers; monitor work performance and provide ongoing feedback to improve productivity and employee job satisfaction.
- Provide inspirational leadership to staff and volunteers, setting operational performance standards and offering training.
- Coordinate and participate in the hiring, supervision, and evaluation of staff. Cross train and mentor staff for succession planning; create opportunities for internal promotion.
- Conduct performance evaluations as set forth by the HH Employee Handbook.
- Engage in progressive discipline procedures when needed; write performance improvement plans that put corrective action in place to ensure staff is in compliance when necessary.
- Conduct investigations should allegations of misconduct arise, reporting all information to the Executive Director and the Finance and Administration Officer as soon as possible.
- Maintain confidentiality regarding all personnel matters.
- Develop schedules for paid staff and volunteers to ensure appropriate levels of staff and volunteer coverage to both reach the store's financial goals and be able to provide excellent customer service.
- Lead and supervise the retail job training program; oversee the development of the curriculum; recruit volunteers to assist; and mentor students. Recruit guests from Hospitality House to participate in the program and/or potentially other organizations should the occasion arise.
- Maintain current knowledge of agency policies and procedures as they relate to personnel; monitor staff for adherence to policies and procedures;
- Conduct regularly scheduled communication with staff to provide direction, guidance and oversight to personnel. Host staff meetings as needed to share information and engage in team building.
- Provide timely direction and written and verbal feedback to staff.

Marketing & Promotion

- Analyze sales and current inventory in order to provide projections and recommendations to retain customers and increase sales.
- Develop and implement marketing campaigns for the store that will directly influence sales, donations and volunteer morale. This includes social media and store website.
- Implement daily, weekly and monthly store promotions with assistance from volunteers.

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:

Manages 1 subordinate supervisor and 10-12 part-time employees. Is responsible for the overall direction, coordination, and evaluation of the thrift store team. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; 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:

Associate's degree (A.A.) or equivalent from a two-year college or technical school; or two to three years related retail management experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of volunteers, donors, members of the general public and employees of the organization.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Internet Software; Spreadsheet Software (Excel); Word Processing Software (Word); Electronic Mail Software (Gmail); Presentation software (PowerPoint); and Publisher software.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Current vehicle insurance and a valid CA state driver's license.

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Five years-experience providing customer service and information in a retail setting, including at least one year training and supervising the work of staff.
- Three years-experience providing face-to-face customer service and operational oversight in a retail setting or business other than a retail thrift store may be substituted for one year of non-supervisory experience.

- Exceptional people skills.
- Principles and practices of hiring, supervising, training and evaluating staff.
- Understanding of employment laws, staying up to date on changing labor laws and federal, state and local rulings.
- Uses a computer to access, input and retrieve work-related information and to prepare written documents.
- Ability to reconcile daily receipts for accounting purposes, and perform bookkeeping duties.

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; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit.

The employee must frequently lift and/or move up to 25 pounds and occasionally 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.

NATURE OF SUPERVISION RECEIVED:

Must be able to work independently toward attainment of operational goals and contract compliance.

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

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.

Employee Printed Name: _____ Date _____

Signed: _____