



POSITION DESCRIPTION

Position: **Thrift Store Manager** Status: Non-exempt/Full-time
Reports to: Executive Director Hours: 40 hours per week
Location: Bread & Roses Thrift Store Date Prepared: June 1, 2019
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; developing, implementing, and managing curriculum for retail job training; customer service; 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.
- Provide job training classes, in partnership with local service providers, schools, and the shelter. Lead and actively participate in the student recruitment process.
- Ensure curriculum for retail job training is relevant to a modern retail environment. Modify curriculum as necessary to support changing job standards.
- Drive Bread & Roses to truck to pick up donations, dispose of unwanted items and transfer merchandise/unwanted items to other locations as assigned. When not driving the truck, serve as the truck driver's assistant as needed. Fill up truck's gas tank as needed and turn in all receipts to the Administration and Finance Manager. Position blocks and tie rope around items to secure cargo during transit.
- Participate in executive leadership team meetings weekly.
- Ensure that truck is locked up each evening before closing the store.
- Other duties as assigned.

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.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Analytical - Synthesizes complex or diverse information; collects and researches data; designs workflows and procedures.
- Design - Generates creative solutions; uses feedback to modify designs; applies design principles; demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management – Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- Technical Skills – Pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Interpersonal Skills – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- External Working Relationships – Develops and maintains courteous effective working relationships with clients, vendors and/or other representatives of external organizations.
- Adaptability – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Initiative – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Communication

- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Written Communication – Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.
- Teamwork – Contributes to building a positive team spirit; supports everyone's efforts to succeed.
- Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Leadership

- Change Management – Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Delegation – Delegates work assignments when appropriate; matches the responsibility to the person; gives the authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- Managing People – Includes staff in planning, decision making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self-available to staff; provides regular performance feedback; develops staff's skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continuously works to improve supervisory skills.
- Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.
- Diversity – Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.

Organization

- Business Acumen – Understands business implications of decisions; demonstrates knowledge of market and competition; aligns work with strategic goals.
- Cost Consciousness – Works within approved budget; conserves organizational resources.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Dependability – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

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 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: _____