



POSITION DESCRIPTION

Position: **Assistant Thrift Store Manager** Status: Non-Exempt
Reports to: Thrift Store Manager Schedule: Full-time; 40 hours/week
Location: Bread & Roses Thrift Store Date Prepared: December 8, 2017
840 East Main St., Grass Valley, CA

POSITION SUMMARY:

The Assistant Thrift Store Manager is responsible for assisting the Thrift Store Manager with the day-to-day operational management of the Bread & Roses Thrift Store, including but not limited to staff and volunteer supervision; team building; customer service; merchandise pricing; financial oversight and cash handling procedures; donations processing; visual merchandising; and merchandise production. The Supervisor will also ensure the constant availability of quality items for sale within a clean, well-organized shop that is appealing to customers. When the Thrift Store Manager is away from the Store, the Assistant Manager will serve as the manager in charge.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Operations and Store Management

- Serve as acting Thrift Store Manager when assigned or as needed when the Manager is out of the office or away for vacation, sick leave and/or work conferences.
- Assist in the development and implementation of 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.
- Supervise 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. The Supervisor is also in charge of pricing items.
- Contribute to the development of annual revenue projections to meet financial goals.
- Assist in controlling 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).
- 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.
- Assists with backdoor issues such as donations that were left and the upkeep of the dumpster.
- Assists with the scheduling of truck delivery and pick up. Ensure that the truck is maintained and in good working order.
- 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

- 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.
- Develop and maintain a schedule for volunteers on a monthly and as needed basis.
- Conduct performance evaluations as set forth by the HH Employee Handbook.
- Engage in discipline procedures when possible or 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 Thrift Store Manager and/or Executive Director and the Finance and Administration Officer as soon as possible.
- Maintain confidentiality regarding all personnel matters.
- Help 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.
- 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.
- Implement daily, weekly and monthly store promotions with assistance from volunteers.
- Research product value determinations for both in-store and online sales.
- Assist in the development and implementation of marketing campaigns for the store that will directly influence sales, donations and volunteer morale. This includes social media and store website.

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 work flows 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.

- Problem Solving – 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 and effective working relationships with clients, vendors and/or any other representatives of external agencies.
- 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 – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; 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.
- Quality Management – Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Delegation – Delegates work assignments; matches the responsibility to the person; gives 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 subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continually 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 – 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; analyzes market and competition and adapts strategy to changing conditions.
- Cost Consciousness – Works within approved budget; develops and implements cost saving measures; contributes to profits and revenue; conserves organizational resources.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; 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.
- Attendance/Punctuality – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- 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:

Works with the store manager planning topics to be discussed in daily staff meetings. Manages scheduled staff and volunteers to insure the sales floor goals are reached daily.

Assists the production lead 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 interviewing, hiring, and 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:

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 (for general purposes and to access the company's payroll system "hub;") 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:

- One-year experience providing customer service and information in a retail setting, including at least one-year training and supervising the work of staff preferred.
- 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 employment laws and federal, state and local rulings.
- Uses a computer to access, input and retrieve work-related information and to prepare written documents.
- Makes math computations in order 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: _____