

**HOSPICE OF AMADOR & CALAVERAS
JOB DESCRIPTION**

POSITION TITLE: Thrift Store Manager

REPORTS TO: Executive Director

POSITION DESCRIPTION

The Manager is responsible for the operation of the Hospice of Amador Thrift store in accordance with the HOAC's directions, goals, policies and procedures. As necessary, manages, directs and is responsible for the performance and job activities of the assistant manager, the processing coordinators, the volunteers and the community service/probation workers. Ensures that the thrift store is operated in a manner that maximizes sales profitability, meets or exceeds projected budgeted revenue and net profit, and is operated in accordance with the policies and procedures of HOAC's thrift store handbook. Keeps the HOAC thrift store focused on the mission of hospice and is known as a source for community outreach for HOAC. Other duties as assigned by the executive director.

Job Qualifications

Bachelors Degree required or significant (more than 24 college units) college coursework in marketing, sales, accounting and/or merchandizing.

Minimum of 5 years prior retail experience with management responsibilities.

Minimum of 5 years experience in direct supervision, recruiting, hiring, employment, disciplining and terminating of staff and/or volunteers.

Good working knowledge of a variety of products and trends including but not limited to; antiques and vintage clothing, fashion trends, furniture, clothing and jewelry and current market retail prices.

Proven ability to work as a team member, to develop and maintain positive working relationships including problem resolution within an organization, community and with a diverse work force.

Proven excellent interpersonal skills and written and verbal communication skills to effectively present information and respond to questions from customers, volunteers, agencies and the general public.

Computer literacy in word processing and spreadsheets and the Internet is required; specifically MS Word and MS Excel.

Valid California driver's license, safe driving record, car and adequate personal automobile insurance is required.

Experience working with and managing volunteers is preferred.

CPR certification preferred and must be completed within 90 days after acceptance of job offer.

Ability to work in a sometimes hectic or unstructured environment.

AREAS OF RESPONSIBILITIES/ACCOUNTABILITY:

Merchandising & Promotion:

Ensures quality merchandise and adequate inventory stock levels are maintained by regular donations of merchandise to the thrift store.

Establishes that thrift store customers and donors are treated in a friendly, professional, courteous, and prompt manner that encourages repeat sales and visits to the thrift store.

Listens and provides problem resolution for customer and donor complaints to restore and promote good community relations; informs the executive director of any unresolved or potential problems.

Observes and stays current on local and regional pricing on comparable items of clothing, housewares, furniture, antiques and jewelry offered for sale at the Store.

Reviews, updates, and implements store's merchandise pricing policies to meet required profitability targets. Ensures the paid staff and volunteers implement pricing guidelines correctly by continuous auditing and working "on the floor" with the team at least 50% of the time.

Ensures thrift store's volunteers and paid staff are trained in all aspects of handling donations to increase the number of new items available for sale daily, and that all donors of merchandise are thanked, regardless of quality of the merchandise, and are offered a receipt for accepted items.

Develops and/or implements a program to ensure that staff and volunteers are effectively trained in customer service, pricing guidelines and strategies, tagging, quality control, window displays, floor displays, and disposal of hazardous/unsafe or unacceptable donated merchandise, etc.

Manages and ensures paid staff and volunteers are effectively trained in the handling of money and cash register operations, etc.

Establishes daily staff schedules to reduce/resolve workload and work flow problems.

Sets office and merchandise supply reorder levels.

Verifies that the assistant manager or qualified designee is available on the thrift store premises during store hours when manager is not available.

Works effectively with HOAC's executive director in planning news releases and/or publicity, advertising, and all community outreach in order to leverage the hospice message and gain support in the community.

As needed, acts as liaison between the thrift store and appraisers, donors and the general public.

Recognizes, comforts, and spends time with a grieving person or a person who may require HOAC services for themselves or a family member. Directs these folks to the appropriate hospice service contact.

Establishes and ensures procedures are followed as needed for efficient, responsible, and safe operation of the store, such as opening and closing the store for business. Oversees safety program in conjunction with administrative office personnel to assure compliance. (See Health & Safety)

Accounting, Budgeting, & Finance

Using generally accepted accounting principles, compiles timely and accurate records and reports for the fiscal performance of the store including, but not limited to; maintaining a record of daily sales, daily deposits, total monthly sales reports, customer accounts and other documents as necessary or as requested.

Ensures the daily thrift store deposits are tallied and match the same day's cash register tape for the Store's cash, check, and credit card sales and that the day's receipts are deposited each evening.

Assists in preparing the annual thrift store budget, and which is submitted in timely manner to HOAC's executive director for HOAC board approval.

Ensures thrift store operations adhere to approved budget guidelines. Monthly monitors the store's financial budget projections with store's actual experience. Develops work schedules and manages store's activities to conform to the approved thrift store budget. Informs executive director, in a timely manner, of necessary budget adjustments as a result of changing business and operating conditions.

Continually seeks new ways to improve financial performance and to improve administrative financial tracking and reporting.

Continually seeks ways to assure that processes are in place to minimize financial risk including theft and error.

Human Resource Management and Volunteer Recruitment

Responsible for recruiting and maintaining an adequate number of trained volunteers and trained/qualified paid staff for the effective operation of the thrift store within approved guidelines.

Responsible for recruiting, screening, interviewing and ongoing successful employment of thrift store's staff and volunteers following HOAC, state and federal human resources' guidelines.

Monitors and provides feedback on the job performance and duties of all staff and volunteers engaged in sales, cash reconciliation, sales receipts, operating records or preparing daily record of transactions; also performs job duties of other staff as needed.

Responsible for counseling, disciplining, documenting and terminating paid staff and volunteers. Obtains prior approval of executive director on all terminations and any job accommodation requests under the California Department of Fair Employment and Housing and the American Disability Act. Follows HOAC personnel administration guidelines for human resource activities.

Performs annual performance reviews for all staff job performance according to HOAC, state and federal guidelines.

Responsible for all salary administration tasks.

Provides problem resolution for staff or volunteer grievances as they arise. Notifies executive director of problems or potential problems in these areas as appropriate.

Responsible for new employees and volunteer orientation, performance, training, and cross training in thrift store policies and procedures.

Responsible for maintaining and revising the thrift store volunteer handbook.

Maintains and ensures that all required human resource documentation for volunteers and paid staff is complete, accurate, signed, and filed according to HOAC policies and procedures.

Responsible for co-planning annual volunteer dinner or other volunteer activity, must attend annual volunteer dinner and any other volunteer activity i.e. meetings or training session.

Communicates effectively with staff and volunteers resulting in a well informed workforce.

Health & Safety

Implements and revises thrift store's safety program as needed. Ensures that staff and volunteers are oriented and knowledgeable in all store safety procedures and issues, such as tagging needle sterilization. Monitors and makes ongoing inspections of store premises for safety violations and potential problems. Ensures any safety hazards are repaired and/or dealt with to eliminate risk.

Conducts, documents and maintains records of attendees and subjects covered in safety meetings, trainings or safety discussions with volunteers and paid staff. Includes safety training as part of the new staff and volunteer orientation. Annually trains staff in fire safety.

Stays current and informs employees and volunteers on recalled and hazardous merchandise to ensure the safety of customers. Ensures removal and correct disposal of such items immediately from store. Keeps track of changing laws regarding disposal of items in the trash and at the landfill.

Ensures basic first aid supplies are always available at the Thrift store.

Regularly monitors for and eliminates potential safety hazards to prevent accidents. Ensures the thrift store meets all local, State and Federal safety requirements.

Prepares and submits incident reports when injuries or accidents occur and notifies executive director immediately when emergencies or workers' compensation injuries arise.

Arranges for transportation to the emergency room/urgent care clinic; and/or calls appropriate emergency personnel in case of emergencies.

Professional Growth

Identifies initiates and increases professional skills and knowledge in managerial, human resources, marketing, sales and interpersonal skills by actively participating in formal classes, seminars, reading articles, books and staying current in field.

Develops a leadership style that demonstrates teamwork and constructive time management, as well as effective conflict resolution, problem solving and delegation.

Evaluates and participates in the evaluation(s) of own performance by identifying strengths and areas needing improvement, and develops a plan to improve areas needing improvement.

Meets, participates and networks with other area hospice thrift store managers/coordinators, especially the manager of our own Calaveras store.

PHYSICAL AND OTHER QUALIFICATIONS:

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

Major activities (60%): standing, lifting, and carrying up to 35 lbs., kneeling, crouching, turning/twisting, bending at waist; use of hands to finger, handle or feel, and reaching with hands and arms.

Moderate activities (20 – 60%): Pushing, climbing stairs and ladders, close vision and color vision.

Minor activities (less than 20%): Sitting, crawling, and distance vision.

May occasionally help lift or move items weighing more than 100 lbs.

Exposed to dust, dirt, grime, and outside weather conditions. May work 50% inside and 50% outside in changing temperatures.