



Thrift Store Manager

JOB DESCRIPTION

revised January 2022

Job Title	Thrift Store Manager (TSM)
Employment Status	Non-exempt, variable schedule
Reports to	Director of Programs
Supervises	Department staff and volunteers
Salary	\$22.00 per hour, 40 hours per week
Benefits	Paid holidays, vacation, sick days, medical insurance, short- and long-term disability insurance, 401(k)
Key Accountabilities	<ol style="list-style-type: none"> 1. Ensures compliance with all mitigation protocols, organizational policies, safety procedures/requirements. Drafts, trains on and enforces departmental policies, procedures, and instructions while maintaining a focus on the LiftUp mission and a culture of respect. 2. Oversees TS operations to provide excellent customer service and achieve financial and organizational goals. 3. Leads, directs and trains TS workers on departmental policies, procedures and instructions; ensures the store is safe, orderly, clean, and attractive; ensures that inventory is merchandised, displayed, and organized in a customer-friendly manner, supporting maximum sales. 4. Develops and maintains successful collaborative relationships at all levels in the organization and with appropriate external stakeholders. 5. Ensures all sales and payments are accurately accounted and managed to ensure accuracy.
General Description of Position	<p>Manages all Thrift Store (TS) operations to consistently and effectively achieve excellence in customer service, maintain safe operations, maximize revenue, minimize costs and provide a positive work environment for staff and volunteers within the spirit of the LiftUp mission and a culture of respect. Supervises and schedules employees and volunteers to provide exceptional customer service while maximizing revenue and sales. Maintains a safe, clean, attractive, well merchandized and orderly store. Develops and sustains cooperative and successful working relationships with other program leaders, administrative staff, volunteers, department staff, donors and others with an emphasis on working toward overarching LiftUp goals as well as departmental goals. Must successfully pass a background check, which may include a credit, criminal history, and driving record check.</p>
Priorities	<ul style="list-style-type: none"> • Following all COVID-19 mitigated operations including the following: <ul style="list-style-type: none"> ○ Ensuring that all employees and volunteers use the required masks throughout their shifts, maintain social distance, and complete sanitization and cleaning processes ○ Implementing all safety protocols for staff, volunteers, and customers ○ Stocking, refreshing, and cycling off-season merchandise • Schedule and staff TS operations in conjunction with Dir. of People
Essential Duties	<ul style="list-style-type: none"> • Manage TS operations and worker performance. Ensure retail policies, procedures, and instructions are followed • Provide cost effective, efficient, safe and effective staging, display, merchandising, and sale of donated inventory • Order and manage department supplies, fixtures and equipment, and compare prices and quality for the best products

	<ul style="list-style-type: none"> • Coach, manage and discipline department staff • Schedule in a timely fashion (regular schedule 1-2 weeks prior), managing staff time off • Review and approve employee time sheets ensuring accuracy and compliance with break policies • Answer phone calls, emails, and inquiries in a timely, professional manner both internally and externally • Participate in the recruitment and hiring of new staff, along with the Director of People and Director of Programs • Train new staff and volunteers • Uphold LiftUp policies, procedures, values and standards and ensure those are followed in the department, including cleanliness and safety policy • Track data and provide monthly reporting on operations and success benchmarks • Work collaboratively with Donation Center Manager, Director of Development and Marketing and Director of People to align supply-and-demand, store promotions, targeted donation items, store marketing plans, and pricing strategy • Work with Director of Programs to set annual goals and to support strategic planning goals • Assist in preparation of departmental budget annually • Create and foster a positive, customer-friendly environment • Attend LiftUp staff meetings and committee meetings as assigned • Other duties as assigned
<p>Required knowledge, skills and abilities</p>	<p>A combination of experience, education and ability to accomplish the essential duties and functions of the position. This is typically represented by the following:</p> <ul style="list-style-type: none"> • Bachelor's degree, associate's degree or related industry training strongly preferred. • Three to five years of related retail, hospitality, sales or other similar experience strongly preferred. • Three to five years of supervisory experience strongly preferred. • Ability to repeatedly lift, push or pull 20-35 lbs. and to occasionally manage up to 50 lbs., using proper lifting and moving techniques, tools or two-person lifting. • Ability to stand for extended periods of time, ability to stoop, reach, lift, and reach repeatedly to or above shoulder height. Sufficient manual dexterity to work with your hands for extended time periods. • First aid/CPR training preferred. • Bilingual preferred, ability to speak Spanish helpful. Ability to communicate orally and in writing in English is required. • Ability to use a personal computer and standard business software at a basic to moderate level including Microsoft Word and Excel, point of sale/inventory and report generating software, email, etc. • Ability to pass a background check is required.