

## DUTIES AND RESPONSIBILITIES

- 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 Project Worth's cash handling procedures and credit card compliance standards.
- Provide ongoing financial reporting to the Director of Ministry Enterprise 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 and participation in webinars, staff meetings, and periodic offsite training.
- Identify maintenance problems at the store and communicate needs to the Director of Ministry Enterprise 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. .

## ORGANIZATIONAL RELATIONSHIPS

- The Inventory Manager reports directly to the Executive Director.

## 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 Project Worth Thrift Store Employee Handbook..
- Ability to reconcile daily receipts for accounting purposes, and perform bookkeeping duties.
- 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 Director of Ministry Enterprise 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.
- 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.

## **JOB REQUIREMENTS**

- 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..

## **HOURS**

- 40 hours per week Exempt/Full-time