



**JOB TITLE / ASSIGNMENT** Thrift Store Assistant Manager  
**REPORTS TO:** Thrift Store Manager  
**CLASSIFICATION:** Part- time, non-exempt

#### **OVERVIEW OF THE POSITION:**

This position serves as manager on duty for day-to-day operations of the South County Outreach Upscale Resale thrift store. Due to the nature of this position, employee must have use of a vehicle, auto insurance and satisfactory driving record. This is part-time, 20 hour a week, non-exempt, staff position. Regular days of work are Thursday – Sunday. Hours rotate to include the every other Sunday schedule: Hours are:

- Thursday and Friday 10:30 am-5:30 p.m.
- Saturday, Saturday 9:30 – 4:30 p.m.
- 2nd and 4th Sundays 9:30 a.m.-3:30 p.m.

#### **RESPONSIBILITIES/DUTIES**

- Serve as manager on duty
- Assist in creating a pleasant and hospitable work environment and maintain good customer relationships
- Manage, as required, with store operations
- Handle all donations with care and donors with respect and courtesy
- Assist in cleaning and general maintenance of store property
- Actively work with garments, including processing, stocking, replenishing, folding, hanging, displaying and merchandising to maximize selling opportunities
- Manage and ensure stock level is appropriate to maximize selling
- Immediately report theft, customer complaints, injuries, and any unsafe equipment or conditions to management
- Ensure that adequate safety procedures are consistently practiced by volunteers
- Accurately track and record donations and income
- Assist with volunteer training to support the thrift store operations to include receiving, sorting, pricing and selling of goods
- Manage online sales through E-bay and Craig's List
- Manage, with the South County Outreach Marketing Coordinator, Upscale Resale social media

#### **KNOWLEDGE/SKILLS/ABILITIES:**

- Meet all requirements for confidentiality of business and client information
- Meet all requirements for management of information, including data gathering, secure filing, and records retention
- Maintain knowledge of organizational policies and procedures
- Meet all applicable safety requirements of the position
- Organize workload throughout the day to meet project timelines and deadlines
- Ability to work well either alone or as part of a team
- Excellent interpersonal and communication skills
- Ability to establish rapport and interact with diverse group of people
- Demonstrated problem solving skills within crisis situations
- Ability to foster a positive, professional image for South County Outreach in the community
- Knowledge of budgeting processes and outcomes measurements
- Manage multiple priorities with attention to deadlines
- Has knowledge of nonprofit best practices for receipt of donations and thrift store sales

#### **ORGANIZATIONAL RESPONSIBILITIES:**

- Attends and participates in staff and/or board and committee meetings



- Participates in staff development activities/trainings to complete job duties or as required by the Executive Director
- Responsible for developing and maintaining positive, effective working relationships with staff, volunteers and board members
- Performs other duties as assigned

**COMPUTER AND EQUIPMENT SKILLS:**

- Possess excellent MS Word and Excel program skills, internet, email, Access and computer skills
- Uses copiers, fax machines, calculators, laptop and desktop computers, and phones

**PHYSICAL JOB REQUIREMENTS:**

- Sits at a computer station or work desk for most of some days
- Requires ability to stand in one position or walk short distances throughout the day
- Frequently stands and walks to other work stations and departments throughout the day, including moving up and down stairs
- Uses hands and fingers to handle perishable and nonperishable food and other donated items, operate computers, keyboards, and office equipment throughout the day
- Requires clear vision at 20 inches or less with or without corrective lenses
- Requires hearing and speech within normal ranges and sufficient for clear communication face to face and especially via telephone
- May lift up to 30 pounds often and carry for short distances; may need to lift items from ground level to waist level
- Exposed to physical conditions and noise levels of an office and packinghouse environment

**MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE**

- 2 year retail experience
- 1 years management experience or equivalent
- Knowledge and experience with second hand selling and pricing of goods.
- Background in or understanding of best practices in volunteer workforce is preferred

Please send resume and cover letter to Renee Stevenson at [rstevenson@sco-oc.org](mailto:rstevenson@sco-oc.org).