



Stand Up Placer, Inc. – Job Description

Position: Thrift Store Manager
Reports To: Executive Director
Location: Stand Up Placer Administrative Offices
Job Status: Exempt – Full Time

ABOUT STAND UP PLACER

Stand Up Placer provides comprehensive services to Placer County survivors of domestic and sexual violence and their families. Empowering survivors to build the lives of strength and self-sufficiency they desire.

POSITION SUMMARY

The Thrift Store Manager provides supervision, oversight and management of agency's thrift store operations to generate revenues to support agency administration & programs. The position manages staff and volunteers, oversees sales, donations of merchandise, promotion of the store in the community and internal fiscal controls. The Manager is a member of the Senior Management Team.

ESSENTIAL RESPONSIBILITIES

Store Management & Merchandising

1. 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.
2. Oversees the processing of donated items, manages the rotation of items and the disposal of donated items in a timely fashion. Processes include: sorting, tagging, displaying and disposing of donated items, providing leadership to staff and volunteers; sets standards for merchandise and communicates same.
3. Manages supply inventory and completes purchase orders as necessary.
4. Experience with "point of sale," computerized sales & inventory systems.
5. Contributes to the development of annual revenue projections and meets financial goals.
6. Understands budget management; controls petty cash expenditures.
7. 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.
8. Meets periodically with other thrift shop managers for networking.
9. Participate in training required by accreditation standards, plus performance and

quality improvement efforts.

Agency Management

1. Collaborates and communicates with all staff and volunteers to remain consistent in policies and procedures regarding item and volunteer solicitation.
2. Adheres to all agency policies and procedures.
3. Completes and submits all required and assigned paperwork in a timely and accurate manner.

Staff Management

1. Coordinates the hiring, supervision, evaluation and professional development of staff under manager's direct supervision.
2. Assesses the store's need for staff and volunteers.
3. Develops schedules for paid staff and works with the volunteer coordinator to ensure the development of a daily schedule of volunteer coverage to maintain adequate personnel at the store to accomplish tasks and respond to customers.
4. Trains and supervises store volunteers; helps with recruiting of volunteers.
5. Provides supervision for staff as indicated on the organizational chart for the department. Supervision to include regular and ongoing monitoring of work product and work habits; performance evaluations of individual staff as required by HR; review of job descriptions as required by HR; timely reporting to HR of performance excellence or disciplinary issues.
6. Maintains current knowledge of agency policies and procedures as they relate to personnel; monitor staff for adherence to policies and procedures; take corrective action as necessary to ensure staff is in compliance.
7. Conducts regularly scheduled communication with staff to provide direction, guidance and oversight to personnel.
8. Consults with staff on a regular basis, addressing concerns and sharing ideas.
9. Provides timely direction and written and verbal feedback to staff.
10. Ensures staff is fully trained and competent to perform the elements of their job as defined by their job description.
11. Ensures staff is knowledgeable of agency policies and procedures and are compliant.

Marketing & Promotion

1. Analyzes sales and current inventory in order to provide projections and recommendations to retain customers and increase sales.
2. Oversees the display of merchandise inside the store to enhance the appearance and appeal of the store.

Customer Service

1. Provide service to internal and external customers according to standards and ensures staff and volunteers follow same standards.
2. Promote excellence in the customer service experience for all visitors to the thrift store through staff training, stakeholder surveys, and focus groups.

Financial Management

1. Uses agency resources (financial and non-financial) prudently.
2. Acknowledges and follows financial policies of the agency.

Other Responsibilities

1. Perform other duties as required.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED

1. Bachelor's degree highly preferable or equivalent retail/resale experience.
2. Experience in retail management (3+ years) and supervision of staff (2+ years) required.
3. Experience overseeing volunteers a plus.
4. Reliable and trustworthy; sound decision-making skills.
5. Strong verbal, writing & organizational skills.
6. Proficiency in Windows, database programs, point of sale software, and Microsoft Office.
7. Knowledge of budget management, bookkeeping, and projections.
8. Demonstrated ability to serve clients in a professional, welcoming, and efficient manner.
9. Valid California driver's license and legally required insurance.
10. Cooperative, friendly, and helpful attitude with clients and co-workers. Ability to work closely with other employees to ensure positive, constructive environment within the program or department, and throughout the agency.
11. Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
12. Passion and enthusiasm for the mission of Stand Up Placer and its clients.
13. Ability to maintain a flexible schedule with availability to work weekends and/or evenings, as needed.
14. Ability to work independently and in a team setting.

ESSENTIAL PHYSICAL REQUIREMENTS

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.

1. Requires ability to sit up to 3-7 hours per day with frequent walking, standing, bending, squatting, pulling and pushing.
2. Requires ability to keyboard at computer for up to 4 hours per day.
3. Occasionally may be required to lift items up to 10 pounds to a height up to 6 feet and 11-25 pounds to a height of 3 feet.
4. Occasionally may be required to carry items up to 30 pounds for distances up to 25 feet.

DISCLAIMER STATEMENT

This job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed in the job description provided that such duties are characteristic of the position.

COMPENSATION AND BENEFITS

Compensation is commensurate with experience. Benefits include health insurance with Flexible Spending Account, paid vacation, holidays.

TO APPLY

Applications will be accepted until this position is filled. Qualified applicants should send resume, cover letter and professional references to Marianne Nodes, at marianne@standupplacer.org with Thrift Store Manager in the subject line. Please indicate how you heard about this position.

Stand Up Placer is an equal opportunity employer. For more information you can visit our website at www.standupplacer.org

ACKNOWLEDGEMENT

I have read the contents of this job description and understand this document is not a contract for employment. Further, I understand that if hired, my employment with STAND UP PLACER (Agency) is at-will, and that I or the agency may terminate my employment at any time with or without cause or notice.

Employee Signature

Date

Supervisor Signature

Date