

## POSITION DESCRIPTION

**POSITION TITLE:** Thrift Store Manager

**ACCOUNTABLE TO:** Director of Thrift Stores

**Location:** Fergus Falls, MN

**STATUS:** Non-exempt (full-time)

**SALARY:** \$22.00-\$26.00 per hour

**BENEFITS INCLUDED:** Health insurance, life insurance, Paid Time Off, Employee Assistance Program and Paid Holidays. Optional benefits include: buy-up medical option, dental insurance, Colonial Life supplemental insurance and IRA.

**PRIMARY OBJECTIVE OF POSITION:** Responsible for the efficient and profitable day-to-day operation of a Someplace Safe Thrift Store.

**SUPERVISION RECEIVED:** Works under the general supervision of the Director of Thrift Stores.

**SUPERVISION EXERCISED:** Exercises supervision over employees, volunteers, and workers paid through partner programs (CEP, Experienced Works, etc.) at the Thrift Store.

## ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Serve as administrative liaison between the Thrift Store staff and the Director of Thrift Stores.
- Ensure Cost Controls
  - Performs cost control measures and adheres to the Thrift Store budget.
  - Develop and implement strategies for sales goals in conjunction with the Director of Development and Director of Thrift Stores annually.
  - Meet sales goals annually.
- Responsible for sales reporting
  - Oversee the management of internal controls for inventory and cash proceeds; reconcile daily cash deposits and credit card receipts.
  - Review daily sales and submit accurate monthly sales report to the Director of Thrift Stores by the third day of the month.
- Paid & unpaid staff/volunteers
  - Ensure the standard recruitment, interviewing, and training of paid and unpaid staff/volunteers.
  - Implement strategies for recruitment and training of Thrift Store volunteers.
  - Review Thrift Store personnel's performance.  
Complete store schedules including assigning of replacement personnel during vacations and personal leaves of absence.
  - Authority to suspend or terminate paid or unpaid staff per policy.
  - Maintain updated policy, procedures, and guidelines for paid and unpaid workers within the store.
  - Assigns daily work and expedites workflow personnel.
  - Maintains daily harmony among workers, resolves disputes that arise.
- Ensure Safety
  - Maintains a clean, attractive, and safe work environment throughout the Store.
  - Ensure health and safety procedures are in place and followed at Thrift Stores.

- Monitor building (lights, heat, doors, entry way, aisles). Ensure fire doors are accessible at all times. Ensure no items are left in a location to pose a tripping or falling hazard. Ensures aisles are handicap accessible.
- Respond to facility maintenance and operating issues with the assistance of the Director of Thrift Stores and/or the Director of Operations.
- Administrative
  - Complete and submit payroll, employee reimbursements and store expenses when due.
  - Complete and submit all personnel related documentation within 24 hours of hiring, injury, termination, or other.
- Ensure effective donation system
  - Manage intake, sorting, merchandising and sale, recycling, and discarding of donated items.
  - Promote and procure quality donations from businesses, estates, and individuals.
  - Oversees set up of donation receiving areas and prepares to accept and evaluate donations; closes and secures same areas and donated items at end of day.
  - Ensures organized and maintained donation areas and storage areas throughout the day.
  - Ensures donation paperwork and donor receipts are completed, accurate, and secured.
- Customer service and relations
  - Ensure high standards for donor and customer relations.
- Supplies
  - Order/stock supplies and fixtures for store and back-room operations as needed (printing, stamps, paper products, cleaning, tags, storage, display, etc.) through Director of Thrift Stores.
- Marketing
  - Maintains a clean, attractive, and safe work environment throughout the Store.
  - Establish, implement, and advertise in store special events and sales.
  - Informs shoppers and the community of the Someplace Safe Thrift Store mission.
  - Oversee advertising and store marketing. Including purchasing ads per budget constraints, updating social media accounts with sales and promotions daily.
- Other
  - May attend a variety of meetings.
  - Cross-trains and works in all areas of the store, as needed.
  - Assists customers with purchases, including ringing sales on cash register
  - Assists with stocking, merchandising, pricing, and cleaning.
  - Monitor competitive merchandise market environments (pricing and practices) and make changes in store procedures with approval of the Director of Thrift Stores, as needed.

## **OTHER RESPONSIBILITIES**

Performs other duties and assumes additional responsibilities as directed by the Director of Thrift Stores to ensure efficient operations.

## **DESIRED MINIMUM QUALIFICATIONS**

### Education and Experience

- Two years retail experience, preferably at the management level, and/or demonstrating increasing responsibility over time in a retail environment.
- Experience in a thrift or consignment store environment preferred.
- Highly organized with outstanding leadership and business skills.
- Knowledge of principles and practices of supervision, including personnel management.

### Necessary Knowledge, Skills, and Abilities

- Ability to make decisions with minimal supervision.
- Ability to work independently and collaboratively while being self-motivated.
- Ability to communicate effectively and efficiently verbally and in writing.
- Work a flexible schedule: early morning, late evening, and weekend hours beyond normal schedule.

- Ability to train and supervise volunteers and workers to help create a positive, cooperative, rewarding work experience for them.

### **SPECIAL REQUIREMENTS**

- Must possess and maintain a valid state driver's license and insured reliable vehicle.
- Must be able to lift and carry donation items weighing up to 75 pounds with assistance. Must be able to sustain a full 8-hour day of standing, walking, lifting, and bending.

### **TOOLS AND EQUIPMENT USED**

- Requires use of personal computer (MS Office Suite), including spreadsheet and word processing software, Outlook, and other office equipment including: 10 keys; printer/scanner; telephone; cash register; credit card processing machine; copier; and motor vehicle.

### **PHYSICAL DEMAND AND WORK ENVIRONMENT**

- The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to sit, stand, and talk or hear; use hands and fingers to handle feel or operate objects, tools, or controls; and reach with hands and arms. Employee is required to walk, climb stairs and be able to move about freely.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- Ability to lift objects weighing 30 – 50 pounds unassisted and items weighing up to 75 pounds with assistance.
- Frequent reaching, bending, stooping, and stretching are required.

**The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.**

It is the policy of this agency to provide equality of opportunity in employment to all persons, to prohibit discrimination because of race, color, religion, national origin, place of residence, political affiliation, disability, marital status, status with regard to public assistance, gender, sexual orientation, or age in all aspects of its personnel policies, programs, practices, or operations.

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Mission statement: **Someplace Safe works to create safer communities in West Central Minnesota by providing high quality crime victim services.**

Vision Statement: **Safer Families, Safer Communities**

Core Values: **Respect, Collaboration, Integrity, Dedication, Strategic Innovation**



8.17.2022