



JOB ANNOUNCEMENT AND DESCRIPTION

- JOB TITLE:** Thrift Store Manager (full time 36+ hours)
- DEPARTMENT:** Thrift Store
- ACCOUNTABILITY:** Director of Programs and Volunteers
- FUNCTION:** Under the general supervision of the Director of Programs and Volunteers, the Thrift Store Manager is responsible for overseeing all aspects of the thrift store operation including the supervision and scheduling of staff and volunteers, acceptance of donations, sorting, pricing, and merchandising, cash management and facility maintenance and cleanliness.

Please submit a Placer SPCA job application available on our website and your resume to:
Director of Programs and Volunteers, Placer SPCA 200 Tahoe Avenue, Roseville, CA 95678
Or email cathim@placerspca.org

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 1) Hires, trains, evaluates, supervises, schedules and directs the activities of the thrift store staff. Works with Director of Programs and Volunteers in resolving conflicts, situations and personnel matters.
- 2) With the support of the Director of Programs and Volunteers, recruits, trains, evaluates, supervises, schedules and directs the activities of the thrift store volunteers.
- 3) Is responsible for working with the Director of Programs and Volunteers to schedule and coordinate new volunteer orientations.
- 4) Is responsible for scheduling and coordination of quarterly volunteer meetings.
- 5) Responds to sensitive and difficult complaints from the public, staff and volunteers and attempts to resolve conflicts, situations, and personnel matters.
- 6) Works with the Director of Programs and Volunteers to develop and assume responsibility for meeting budgeted income and expense expectations. Provides financial and statistical data as needed to the Director of Programs and Volunteers.
- 7) Manages and oversees all aspects of the thrift store cash management systems including oversight of cash handling, check and credit card transactions, daily banking and adherence to cash handling policies and procedures.
- 8) Works with the Director of Programs and Volunteers to develop and enforce thrift store policies for the acceptance of donations, sorting, pricing and merchandising of inventory.
- 9) Responsible for ensuring excellent customer service for all donors and store customers.
- 10) Develops implements and maintains strategies to maximize thrift store donations and sales. Works with Director of Programs and Volunteers to improve and maximize donor resources in the Placer County Community.
- 11) Coordinates business with outside vendors and contractors as needed.
- 12) Responsible for the oversight of maintenances for all building functions including advising the Director of Programs and Volunteers about needed building and equipment repairs and at the direction of the Director act as a liaison with property management, coordinating building and equipment repairs as needed and ensuring the store maintains the highest level of cleanliness at all times.

- 13) Works with the Director of Programs and Volunteers and Communications and Marketing Associate in maintaining thrift store web page; monthly sales calendars; and other special event promotions for the thrift store.
- 14) Attends Placer SPCA meetings as needed and represents the Placer SPCA at meetings as needed.
- 15) Ensures all thrift store operations are in compliance with all Federal State, and local safety regulations and laws and PSPCA policies and procedures.
- 16) Willing to fill vacant shifts or extend work hours as needed and approved by the Director of Programs and Volunteers or CEO.
- 17) Keeps the Director of Programs and Volunteers informed of thrift store activities; estate opportunities, significant store changes, etc.
- 18) Provides on call support to respond to emergencies on an as needed basis.
With the assistance of the Director of Programs and Volunteers participates in PSPCA and community events utilizing volunteers and paid staff.
- 19) Works with the Director of Programs and Volunteers in recruitment and training of volunteers for the Thrift Store.
- 20) Follows the established youth volunteer guidelines that are in place (13+ with parent, or high school aged on their own).
- 21) Has bi weekly meeting with Director of Programs and Volunteers to touch base and provide updates about the Thrift Store.
- 22) Has monthly meeting with Thrift Store Associate and Director of Programs and Volunteers.
- 23) This job description is not intended to be all-inclusive and employee will also perform other reasonably related business duties that may be requested by the Director of Programs and Volunteers, CEO or other management staff that will ensure a positive public image enhance the operation of the organization, and improve the services of the PSPCA.

QUALIFICATIONS:

- 1) High school graduate or GED equivalent.
- 2) Two years college work preferred.
- 3) Minimum four years experience in a retail environment preferably a thrift store.
- 4) Minimum of two years supervisory experience.
- 5) Experience working with volunteers preferred.
- 6) Excellent communications, public relations, supervisory and written skills.
- 7) Understanding of retail cash management systems; ability to operate a cash register and/or utilize financial software. Knowledge and experience with managing bank deposits and reconciliations.
- 8) Shows maturity, good judgement and performs duties in a professional manner.
- 9) Demonstrated capability to be a self-starter, facilitator, organizer and innovator.
- 10) Ability to plan and implement projects with little supervision and must be able to work independently.
- 11) Ability to operate a personal computer, word processing software, copy machine, facsimile, and answer telephones in the prescribed manner.
- 12) Valid California drivers license with good driving history and ability to safely operate both standard and automatic transmission vehicles.
- 13) Must be in good physical and mental health with no allergic condition, which might be aggravated by exposure to animals.
- 14) Ability to lift 50 pounds.

WORKING CONDITIONS:

- 1) Full time workweek, including weekends and evenings as scheduled, with intermittent overtime and/or evening work at sites away from the thrift store.
- 2) While performing the aforementioned duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand, walk and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl and smell. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- 3) Compliance with current PSPCA Employee Policy Manual.
- 4) Frequent contact with public in a fast-paced and changing work environment, which, at times, may be stressful or emotionally charged.
- 5) Willingness to attend training programs and to upgrade skills as needed.

THE PSPCA RESERVES THE RIGHT TO REVISE OR CHANGE THIS JOB DESCRIPTION AS NECESSARY OR AS BUSINESS REQUIRES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT.

Date

Employee Acknowledgement