



Job Description

Job Title: Thrift Shop Manager

Department:

Classification: Full-time, exempt, salaried, non-seasonal

Job Relationships: Reports to the Director of Strategic Initiatives. Supervises thrift shop coordinators, thrift shop associates, and thrift shop volunteers.

Position Summary: The Thrift Shop Manager is responsible for the daily management and overall operations of the Humane Society of Boulder Valley Thrift Shop.

Essential Duties and Responsibilities:

Thrift Shop Operations and Administration

- Maintains a clean, organized, attractive, and safe donation center and thrift shop.
- Oversees the receiving, sorting and distribution of items donated to the shop.
- Evaluates donated items. Recycles or disposes of items with low resale value and ensures desirable items receive appropriate placement in the physical shop or online (Ebay, Etsy).
- Researches market pricing and remains knowledgeable of trends in the industry. Formulates pricing policies according to requirements for profitability and efficient store operations.
- Creates tasteful shop displays that change frequently in order to engage repeat customers.
- Monitors merchandise standards to ensure quality inventory; implements processes to ensure full inventory turnover every three months.
- Oversees all cash and electronic payment operations. Works with the accounting department to develop appropriate loss prevention measures.
- Works cooperatively with the marketing and community relations manager to develop and coordinate an advertising and marketing plan.
- Notifies facility and technology project manager of needed repairs or improvements to the facility or vehicles.
- Maintains inventory of supplies; works with the administration and accounting assistant to identify and utilize corporate discount programs for frequently ordered items.
- Performs the duties of the thrift shop coordinator or associate as needed.

Revenue Development and Forecasting

- Monitors monthly budget and meets financial goals.
- Thoughtfully manages shop expenses to maximize net revenue.
- Works with the director of strategic initiatives to identify and pursue new revenue opportunities.
- Informs the director of strategic initiatives of developments that may affect HSBV or the thrift shop including progress toward revenue goals, client concerns, and personnel issues.

Personnel Management

- Recruits, interviews, and hires thrift shop personnel who embody HSBV's internal values of kindness, trust, optimism, humility, collaboration, and ingenuity, and who have a demonstrated commitment to HSBV's client service vision and values.
- Ensures employees receive appropriate job-specific training, including client service, cash handling, and workplace safety.
- Provides supervision and guidance to thrift shop coordinators and thrift shop associates in all aspects of shop operations, including donation receiving, sorting and distribution; inventory management; loss prevention; handling of cash and electronic payments; client service; volunteer support; and safety.
- Coordinates and oversees scheduling and the daily activities of thrift shop personnel. Ensures appropriate staffing for business hours and anticipates staffing needs relative to holidays and seasonal fluctuations.
- Reviews and approves employee timecards by the biweekly deadline. Approves overtime as appropriate to ensure efficient operations.
- Communicates with employees regarding changes in thrift shop or HSBV procedures, programs or services.
- Ensures employees receive appropriate and timely feedback. Positively reinforces desirable behavior and addresses undesirable behavior thoughtfully but directly. Appropriately documents performance conversations.
- Utilizes existing HSBV employee recognition programs and/or creates employee recognition programs appropriate for the shop environment.
- Takes an active role in the professional development, support and appreciation of thrift shop personnel while promoting the development of skills related to the advancement of HSBV's goals and mission.

Volunteer Management

- Works closely with the volunteer services department to recruit and onboard thrift shop volunteers.
- Provides on-the-job training for volunteers appropriate to their assignment, including worksite safety.
- Schedules volunteers as appropriate to business needs and ensures volunteer hours are recorded in the volunteer timekeeping system.
- Facilitates one-time group volunteer opportunities for scout troops, youth groups, college organizations, and other groups wishing to participate in a day of service to HSBV.
- Verifies hours for volunteers completing service hours for school, courts, food stamps, and other programs. Acts as liaison for the court system, caseworkers and other agencies assigning volunteers.
- Ensures volunteers receive appropriate and timely feedback. Communicates with volunteers in a respectful and appreciative manner.
- Maintains regular communication with the volunteer services department regarding developments involving or impacting HSBV volunteers.
- Utilizes existing HSBV volunteer recognition programs and/or creates volunteer recognition programs appropriate for the shop environment.

Client Service

- Exemplifies HSBV's client service values: we use our best judgment; we do what we say we will do; we treat people with respect; we use flexibility and creativity to exceed expectations.
- Represents HSBV in a professional and courteous manner at all times.
- Provides quality service to clients, volunteers, and staff recognizing their individual contributions to the success of our organization.
- Assists employees in situations requiring immediate problem solving; handles client grievances.

- Promotes good public relations in accordance with HSBV practices; takes control of situations that could be potentially damaging to the professional image of HSBV.
- Works cooperatively with other agencies, organizations, and groups having regular interaction with HSBV and particularly the Thrift Shop.

Philanthropy

- Advises clients of monetary and in-kind donation opportunities. Cultivates relationships with current and potential donors.
- Promotes special events and actively participates in over-the-counter fundraising.

Adoptions

- Ensures the general care and maintenance of shelter animals showcased at the thrift shop.
- Facilitates client/animal interactions to ensure a safe and pleasant experience and completes adoption documents.
- Committed to maintaining the integrity of HSBV's adoption program.

Safety

- Conducts injury and accident investigations as a qualified investigator.
- Maintains first aid kit inventory of supplies for the donation center and the thrift shop.
- Ensures employee skill training to include the safe handling of merchandise and donated goods.
- Oversees all safety regulations within the thrift shop including but not limited to proper lifting techniques, ladder safety, labeling of chemicals, and ensuring proper use of personal protective equipment (PPE).
- Follows all safety guidelines. Takes immediate action to correct any safety noncompliance that could put an employee, volunteer, client, animal, or the organization at risk.

Other Duties

- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Qualifications:

High school diploma or equivalent and three years of customer service experience, preferably in a retail setting. Minimum two years of experience supervising employees/volunteers and managing a budget. Able to lift and carry 40 pounds without assistance. Able to sustain up to 10 hours standing, sitting, bending, squatting, kneeling, lifting, twisting, walking, answering telephones and performing data entry.

Knowledge & Skills

Excellent verbal and written communication, leadership skills, problem solving, and conflict resolution skills required. Experience in a retail work setting with knowledge of second-hand, consignment or thrift store operations preferred. Possesses basic computer skills in a Windows environment. Must be able to work in a fast-paced environment with multiple demands on your time. Detail oriented and possesses the leadership skills necessary to create and maintain a cohesive, effective client service team. Works well with a diverse group of people. Exercises good judgment when addressing concerns involving volunteers, the public, employee issues, animal-related issues, or involving confidential information. Exemplifies HSBV's internal values of kindness, collaboration, ingenuity, trust, optimism and humility. Committed to the mission of the Humane Society of Boulder Valley.

Work Conditions:

Work is performed in a warehouse and retail shop setting. Exposure to various weather conditions while working outdoors. Exposure to cleaning agents used to maintain the facility. Some exposure to animals. Subject to animal bites and scratches while handling animals of questionable temperament. Frequent lifting of up to 40 pounds. Standing/walking/bending/lifting for 8-10 hours per day. Evening, weekend, and holiday hours required.

5/22/2019

P:\Personnel Management\Job Descriptions and Postings\Thrift Shop\Thrift Shop Manager