

Thrift Store Assistant Manager

Hillcrest Hope is seeking an enthusiastic and fun-loving Thrift Store Assistant Manager to support the Store Manager by providing supervision, oversight and management of agency's thrift store operations. This position assists the Store Manager to generate revenues that support Hillcrest Hope. The Assistant Manager manages staff and volunteers, donations of merchandise, promotion of the store in the community, and assists Store Manager with overseeing sales, and internal fiscal controls. The Assistant Manager serves as the Store Manager in the absence of the Store Manager.

1. Store Management & Merchandising
 - a. Assist in the development and implementation of 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.
 - b. Oversees the processing of donated items, manages the rotation of items and the disposal of donated items in a timely fashion.
 - i. Processes include: sorting, tagging, displaying and disposing of donated items, providing leadership to staff and volunteers; sets standards for merchandise and communicates same.
 - c. Ensures the daily Thrift Store deposits are tallied and match the same day's cash register tape for the Store's cash, check, and credit card sales and that the day's receipts are deposited at the end of the work period
 - d. Experience with "point of sale," computerized sales & inventory systems.
 - e. Contributes to the development of annual revenue projections and meets financial goals.
 - f. Understands budget management; controls petty cash expenditures.
 - g. 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.
 - h. Participate in training plus performance and quality improvement efforts.
 - i. Collaborate and develop strategies with the Store manager to improve sales, improve marketing, research other relatable material to meet current/future goals for the store.
2. Agency Management
 - a. Collaborates and communicates with all Hillcrest Hope staff and volunteers to remain consistent in policies and procedures regarding item and volunteer solicitation.
 - b. Adheres to all agency policies and procedures.
 - c. Completes and submits all required and assigned paperwork in a timely and accurate manner.
3. Staff Management
 - a. Assists in the hiring, supervision, evaluation and professional development of staff under store manager's direct supervision.
 - b. Assesses the store's need for staff and volunteers.
 - c. 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.
 - d. Trains and supervises store volunteers; helps with recruiting of volunteers.
 - e. 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.
 - f. 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.
 - g. Conducts regularly scheduled communication with staff to provide direction, guidance and oversight to personnel.
 - h. Consults with staff on a regular basis, addressing concerns and sharing ideas.
 - i. Provides timely direction and written and verbal feedback to staff.
 - j. Monitors staff training and competence in performing the elements of their job as defined by their job description.
 - k. Assists in staff training in agency policies and procedures.

- I. Liaise between, customers, employees, and volunteers.
4. Marketing & Promotion
 - a. Monitors data for sales and current inventory analysis in order to develop projections and recommendations to retain customers and increase sales.
 - b. Oversees the display of merchandise inside the store to enhance the appearance and appeal of the store.
5. Customer Service
 - a. Provide service to internal and external customers according to standards and ensures staff and volunteers follow same standards.
 - b. Promote excellence in the customer service experience for all visitors to the thrift store through staff training, stakeholder surveys, and focus groups.
6. Experience and Skills - Qualified candidate will have superior customer service skills, a passion for helping others, able to manage multiple tasks, and retail experience preferred.
 - a. Ability to work under pressure
 - b. Time-management skills; able to prioritize tasks in order of importance.
 - c. Problem-solving capability
 - d. Decision-making skills; to ensure projects progress and stay on schedule.
 - e. Communication/Delegating skills to assist with goals and direction
 - f. Experience in a management position is preferred
7. Working Conditions
 - g. The Assistant Manager usually works in the thrift store, but the mission of the organization may sometimes take them to nonstandard workplaces.
 - h. Able to perform the basic functions of the position, including extended hours standing, bending and stretching.
 - i. Speaks clearly and distinctly to perform extensive communication required with customers, donors, employees, volunteers, and other third parties.
 - j. Appears professional always.

JOB LOCATION / SALARY / BENEFITS / HOURS:

Salary Range: (36,000-38,000 per year)

Full-Time Position; flexible hours, available on weekends and some nights

Medical/Dental/PTO/401(k)

Hillcrest Hope Thrift Store is located at 7 W. Mill Street in Liberty, MO 64068.

Hillcrest Hope is an equal opportunity employer who values and embraces diversity.