



**Paws N Shop Thrift Store**

**Assistant Thrift Store Manager**

**POSITION DESCRIPTION**

**Status:** Part-time

**Reports to:** Thrift Store Manager

**Compensation:** \$18/hr

**Hours:** 25 hours per week

**Location:** Paws N Shop Thrift Store, 110 W Lake St, Mt. Shasta, CA 96067

**Position Summary:**

The Assistant Thrift Store Manager (ATSM) will assist the Thrift Store Manager (TSM) in the proper operation of the retail store. In the absence of the Thrift Store Manager, the Assistant Manager will perform all the specific duties required of the manager except for hiring and terminating volunteers and/or other staff.

**Essential Duties and Responsibilities**

- Ensure compliance with written procedures for store operations, including opening and closing the store, procedures for accepting, sorting, pricing donations, security procedures, handling of cash, COVID-19 cleaning, safety policies, productivity, record keeping procedures, and other relevant procedures, as needed.
- Assist TSM with overseeing the processing of donated items, managing the flow of donated items onto the sales floor, and conducting the disposal of donated items in a timely manner. Processes include sorting, hanging, tagging, steaming, washing, cleaning, disinfecting, displaying, and disposing of donated items.
- Oversee the store cleaning schedule to include all back rooms, the restroom, and the sales floor.
- Help facilitate monthly staff/volunteer meetings. Maintain monthly meeting minutes in designated binder.
- Assist TSM in maintaining store supplies inventory and the ordering of supplies, as needed.
- Ensure that all sales transactions (cash, checks, credit cards) are handled properly and in line with the Siskiyou Humane Society's cash handling procedures and credit card compliance standards.



- Run and print daily Sales Reports and End of Day cash flow reports when closing the cash register.
- Assists TSM in updating weekly volunteer hours spreadsheet, vacation schedule, donation tracking, and monthly reports.
- Promote and register customers in the Paws N Shop Rapid Rewards program.
- Responsible for daily photographing and listing of items on online social media websites such as Facebook, Twitter, eBay and/or Craig's List per TSM direction and approval.
- Assist TSM with oversight of backdoor issues such as donations that were left and the upkeep of the dumpster area.
- Assist TSM with the oversight of backdoor donations collection as well as item quality and quantity.
- Support volunteers and staff on the sales floor with customer conflicts, pricing issues, product display, etc.
- Perform the duties of the Cashier position when volunteers are not present.
- Work with and support the efforts of the Siskiyou Humane Society (SHS) staff and work alongside the TSM to provide the best customer experience, highest quality of goods, and highest sales revenue possible.
- Assist customers with donations and purchases with a positive, professional attitude.
- Always represent SHS in a positive and professional manner.

### **Volunteer Management**

- Assist TSM in volunteer supervision; monitor work performance and provide feedback to improve productivity, cleanliness, and consistency.
- Work with TSM to cross-train volunteers.
- Should allegations of misconduct arise, report all information to TSM as soon as possible.
- Maintain confidentiality regarding all personnel and volunteer matters.
- Assist TSM to develop schedules for volunteers and paid staff to ensure appropriate levels of staff and volunteer coverage.
- Maintain current knowledge of agency policies and procedures as they relate to personnel; monitor volunteers for adherence to policies and procedures.
- Collaborate with TSM to develop and implement marketing and sale campaigns for the store.

### **Attendance**

Must be punctual and timely in meeting all requirements of performance, including but not limited to, attendance standards and work deadlines, beginning and ending assignments on time and scheduled work breaks, where applicable.



### **Business Necessity**

The needs of SHS may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organizational structure, finances, goals, personnel, work processes, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted, and work is accomplished, with minimal or no advance notice, to change in how business is conducted, and work is accomplished, with no diminishment in work performance.

### **Safety and Security**

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to TSM.

### **Supervisory Responsibilities**

The ATSM will assist the TSM in supervising approximately 15-20 volunteers and may at times be the sole supervisor of the store when TSM is not present.

- Responsibilities include: training volunteers, planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems.

### **JOB QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to pass a criminal background check.
- Ability to provide valid driver's license.

### **Education and/or Experience**



Associate degree (A.A.) or equivalent from a two-year college or technical school; or one to two years related retail management experience and/or training; or equivalent combination of education and experience.

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of volunteers, donors, members of the public and employees of the organization.

### **Computer Skills**

To perform this job successfully, an individual **must** have proficiency in: Google Documents, Microsoft Office (including Word, Excel, Publisher, and PowerPoint), electronic mail software (email), social media posting sites to include Facebook, Facebook Marketplace, Instagram, eBay, Twitter.

### **Other Skills, Abilities, and Qualifications**

- Three years' experience in providing customer service and information in a retail setting, including at least one year of training, and supervising the work of staff and/or volunteers.
- Three years' experience providing face-to-face customer service and operational oversight in a retail setting or business other than a retail thrift store may be substituted for one year of non-supervisory experience.
- Exceptional people skills.
- Principles and practices of supervising, training, and evaluating staff and/or volunteers.
- Uses a computer to access, input and retrieve work related information and to prepare written documents.
- Ability to reconcile daily receipts for accounting purposes and perform bookkeeping duties.
- Excellent organizational skills: ability to keep things neat and create effective store displays.

### **Physical Demands**

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.



While performing the duties of this job, the employee is regularly required to stand and is occasionally required to sit. **The employee is frequently required to lift and/or move up to 50 pounds.**