



Title: **Thrift Store Assistant Manager**
Department: Thrift Store
Location: Home Thrift Store
Reports to: Thrift Store Manager

JOB SUMMARY:

The Thrift Store Assistant Manager supports PACS's mission to follow Christ's example to nourish the mind, body and spirit, while fostering dignity among those we serve. They report to the Thrift Store Manager and assist in managing the Thrift Store operations. These include receiving, sorting, pricing and distribution of store items, handling money, and ensuring worksite safety. Oversees an efficient workflow and coordinates activities with the rest of the Thrift Store team to provide strong customer service to clients and donors, solve problems and make decisions regarding operations. Trains and monitors the performance of staff members and volunteers and promotes a strong inclusive team environment.

HOURLY RATE AND STATUS \$23-25/hour starting rate
variable between 25-40 hours
(Non-exempt Classification)

OPEN UNTIL FILLED Applications will be considered immediately and the position is open until filled

WORK ENVIRONMENT:

Work performed requires prolonged standing, physical exertion, carrying equipment and supplies, reaching overhead, and lifting up to 50 pounds. Significant interaction with volunteers.

DUTIES AND RESPONSIBILITIES

- Supports the mission of PACS
- Responsible to open and close stores daily
- Loading and unloading furniture and donated goods
- Capably manages in the absence of the Thrift Store Manager
- Organizes, schedules and assists with pickup and deliveries.
- Checks emails, phone messages and returns calls.
- Responsible to follow money handling protocols and accountability procedures
- Maintains and improves an efficient workflow for the sorting, pricing and distribution of thrift store items
- Provides orientation, training and coaching to staff and volunteers who work in the thrift stores
- Oversees the accurate assessment, pricing and management of large volumes of materials
- Provides an efficient and effective system for processing and distributing large quantities of goods
- Maintains neat, orderly, and safe work areas
- Identifies and assists in the resolution of communication problems and conflicts that may arise with staff and volunteers, with training provided
- Maintains a positive team environment that fosters the dignity and growth of volunteers and staff working in thrift store work area
- Coordinates activities with other Thrift Store staff to ensure continuity of work practices

- Assists with online sales postings, including pictures, verbiage, research, and updating
- Performs other related duties as assigned

QUALIFICATIONS

Minimum of high school education or GED. Experience working in retail or related field preferred

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

Time management and strategies for prioritizing and organizing work
Retail or related workflow operations
Management principles and team building
Impact ethnicity, race, national origin, and gender have on communication and interaction

Skill in:

- Coordinating activities of small team
- Risk management and loss prevention
- Training and monitoring staff performance
- Ability to follow and improve work area policies and procedures
- Communicating in a diverse environment
- Problem-solving and ability to meet deadlines
- Performing work with an attention to details and accuracy

Able to:

- Run a cash register and follow policies and procedures related to money handling
- Operate a variety of equipment such as price labeling tools, dollies and carts, and learn to use a forklift
- Engage effectively with an ethnically and culturally diverse population
- Effectively communicate with volunteers and co-workers
- Interpret pricing guidelines and teach others how to work in a retail environment
- Work independently and in a team environment

HOW TO APPLY

To be considered for this position, submit a cover letter describing your interest in this position and a complete resume to laura.pascoe@pacsonline.org

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