



JOB DESCRIPTION

Thrift Store Manager

30 Hours Weekly, Starting Hourly Pay, \$15
TO APPLY: Send resume & 3 references to
Leigh@albanyhh.org

The Thrift Store Manager is responsible for oversight of Albany Helping Hands Thrift Store employees and volunteers. The Thrift Store Manager is responsible for the effective and successful management of labor, productivity and safety of the Thrift Store. This position works with the Executive Director to create and implement business programs, policies and procedures and reports directly to the Executive Director.

DUTIES AND RESPONSIBILITIES:

- Directly supports the Executive Director to create and implement operational programs, policies and procedures for AHH Thrift Store.
- Works with the Executive Director to coordinate training for AHH Thrift Store.
- Schedules and supervises AHH Thrift Store employees and volunteers.
- Schedules pick-ups, deliveries and estate sales.
- Creates a culture and atmosphere that is focused on customer service.
- Works with Executive Director to design and implement procedures to improve staff and volunteer experience and profitability at AHH Thrift Store.
- Works with the Maintenance Technician to ensure AHH Thrift Store facility is safe and in compliance with local and state regulations, and monitors building maintenance schedules.
- Ensures the overall effective and successful management of labor, productivity and safety of staff and volunteers at the AHH Thrift Store.
- Successfully meets and fulfills current contracts with open communication.
- Ensures AHH Thrift Store is professional, clean and organized in appearance.
- Works with the Finance Office to ensure proper flow of information.
- Works directly with the Marketing Manager to ensure a positive public image for AHH Thrift Store, advertising and promoting the Thrift Store and ensuring the appropriate signage.
- Works with the Program Manager on documentation and scheduling of community service volunteers. Files appropriate paperwork.
- Supports staff and volunteer communication with the management team.
- Regularly attends department/committee meetings and maintains regular work attendance.
- Inspires and motivates staff and volunteers to perform at their best through encouragement and incentive initiatives.
- Builds alliances and partnerships with other community organizations and businesses.
- Maintains strict confidentiality.
- Follows all AHH philosophies, policies and procedures.
- Performs other duties as requested by the Executive Director.

PREFERRED EXPERIENCE/SKILLS:

- Experience designing/creating employee work schedules.
- Experience in business development (finding areas in which the business and/or procedures can be improved and creating systems to improve operations and profitability).
- Experience working with volunteers.
- Track record in good customer service and ability to train others.
- Valid Oregon Driver's License.
- Ability to work in stressful conditions while maintaining a positive and constructive attitude and an open mind.
- Ability to negotiate and resolve conflicts.
- Effective communication, written and spoken.
- Ability to manage several projects at once, prioritize tasks and delegate when appropriate.
- Consistently maintain a professional demeanor and encourage individual respect.
- A team player who works collaboratively with others.