

RESALE SHOP MANAGER JOB DESCRIPTION

Position Title	Department	Reports to
Resale Shop Manager	Resale Shop / Development	Director of Development
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	July 19, 2021

POSITION SUMMARY

The Resale Shop Manager provides supervision, oversight and management for the overall operations of the retail business in order to generate revenue to support CAC's programs. The Manager is responsible for managing staff and volunteers, oversees sales, coordinating CAC's voucher assistance program, directing and assisting in the processing of donations, training and supervising volunteers, sorting, pricing, internal fiscal and security controls, and stocking the floor daily with donated merchandise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Oversees daily operations of Unique Resale Shop- directs and assists a team of staff and volunteers in the daily operations of the resale shop, including compliance, receiving, sorting, cleaning, organizing and pricing of items for sale, handling cash, scheduling donation pickups; plans work schedules to ensure proper distribution of assignments and adequate staffing
- Develops goals and objectives, cultivates ongoing professional development, provides performance reviews and other personnel related guidance of Unique Resale Shop employees
- Oversees CAC client voucher assistance program, ensuring clients receive the assistance needed as per assigned vouchers and client voucher records are managed as per policies and procedures
- Oversees the display of merchandise to enhance the appearance and appeal of the Resale Shop
- Maintains accurate inventory and sales records, donation receipts, files, forms, time sheets, statistics and additional relevant information in accord with agency policies and requirements; compiles and submits monthly statistics and reports
- Coordinates special sales promotions and events
- Coordinates inventory process
- Ensures safe working conditions for employees, volunteers and customers in accordance with local, State and Federal Rules and Regulations
- With the support from the Executive Director and Director of Development, assists in exercising control over resale shop budget
- Promotes excellence in the customer service experience for all visitors to the Unique Resale Shop through staff and volunteer trainings
- Works closely with the Director of Development and Facilities Manager to ensure necessary maintenance/repairs of the Resale Shop
- Assists in the marketing, identification, development and solicitation of resources

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- High school diploma/GED required. Associate or Bachelor's Degree in business management, merchandizing management preferred
- Resale Shop management experience required

- 2+ years of supervisory experience required
- POS Experience preferred
- Volunteer management experience preferred
- Knowledge of retail/resale budget management, bookkeeping and projections
- Proficient in MS Windows operation system, MS Office, database programs, e-mail and Internet usage; knowledge of sales software and equipment necessary
- Possible local driving; must have a valid driver license with current automobile insurance and a clean driver record
- Excellent customer service skills
- Solution focused
- Excellent communicator
- Team player
- Requires ability to stand 6-8 hours per day with frequent computer and cash register entries; walking, standing, bending, squatting, pulling and pushing; ability to lift and carry items up to 30 pounds
- Ability to maintain a flexible schedule with availability to work weekends, evenings and/or holidays as needed
- Able to take initiative
- Must possess strong organizational skills; ability to manage multiple concurrent projects, prioritizing work according to needs or management directives, delegating tasks when feasible, and maintain a work pace appropriate to the workload with a positive, solution-oriented approach maintain client dignity and confidentiality
- Must demonstrate excellent English verbal and written communication skills
- Ability to recognize and maintain confidentiality of information
- Demonstrate a positive and caring attitude; be customer-oriented in a professional, welcoming and efficient manner; value and respect others; demonstrate ethical behavior, good judgment with sound decision-making skills, reliable
- Able to follow instructions

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work may be conducted either inside or outside according to specific requests
- Work in variable temperatures according to season
- Minor travel from one local site to another may be required for special events