



Hastings Family Service

Job Description

Job Title: Rivertown Treasures Store Manager
_____ Exempt XX Non-exempt

Reports to: Associate Director
Revision date: 01-10-2020

Position Summary

The Rivertown Treasures Store Manager is an enthusiastic and engaging member of the Hastings Family Service Resource Development team, managing all aspects of thrift store operations to achieve the mission of the agency. A successful candidate must have a minimum of two years of relevant experience and excellent customer service skills. Must hold a valid driver's license, show proof of insurance, and clear an employment background check.

Rivertown Treasures is a volunteer-run thrift store and is also a program of Hastings Family Service (HFS), providing free clothing and household items to individuals and families in need of assistance. The revenues generated from the store help to fund additional HFS programs like the food shelf.

Key Result Areas:

The primary accountabilities for the position include:

Thrift Store Management

- Manage the daily operations for Rivertown Treasures including the coordination of sales and marketing, signage and displays, store organization and appearance
- Responsible for opening/closing procedures in the store
- Responsible for the supervision and ongoing training/communication of a Retail Assistant who helps to cover Saturday shifts
- Lead a team of dedicated store volunteers, maintaining strong relationships with volunteers and modeling exceptional customer service
- Work with the Resource team to provide ongoing training and weekly communications for volunteers, and to assist with website/social media presence
- Manage daily cash reconciliation and preparation of deposits for agency accountant; Square account and reports, and support sales efforts of an eBay volunteer
- Work with program staff and volunteers to administer generous clothing & household voucher programs
- Serve as the Hastings Family Service/Rivertown Treasures representative at the local Downtown Business Association

Inventory and Warehouse Management

- Manage inventory rotation and warehouse organization; maintain quality control of merchandise and donations
- Lead a team of dedicated sort volunteers in receiving, sorting, pricing, and storing donated merchandise
- Establish and maintain strong relationships with recyclers in disposal of unusable donations, and with stores that donate merchandise
- Assist in Donation Center coverage and oversee the Donation Center volunteers/area on designated Saturdays
- Other duties as assigned by the Associate Director

Education and Experience:

- At least two years of experience working with the public with increasing levels of responsibility in a professional business environment; prior supervisory and retail experience preferred
- Demonstrated experience working with volunteers to achieve a necessary outcome
- Strong technology/computer skills including use of email, social media, and the basics of Microsoft Office 365 (Word, Excel)
- High degree of confidentiality and the ability to use good judgment and discretion in handling confidential and/or sensitive information and materials
- Excellent written and verbal communication skills with the ability to effectively represent the agency and work with staff, volunteers, community members, donors and other internal and external audiences
- Ability to work a schedule that includes some Saturdays

Physical Demands:

- The physical demands are that of a typical warehouse environment
- Ability to stand and or walk for periods up to two hours
- Required to bend, reach overhead, move merchandise, use a pallet jack, and assist with lifting items in excess of 30 pounds
- Occasionally must be able to lift 30+ lbs

Attributes:

- Warm and welcoming presence with a passionate commitment to outstanding customer service; ability to handle difficult situations/people in a calm and consistent manner
- Ability to prioritize and manage multiple tasks simultaneously and the flexibility to adjust to changing priorities and workflow
- Excellent verbal and written communication skills in person and via phone/email
- Strategic thinker with the curiosity and creativity to think outside of the box and discover/implement solutions
- Ability to work effectively both independently and as a part of the staff team
- A team player who works with a spirit of optimism, who likes to have fun at work and looks for a “yes” to tough situations
- Strong commitment to confidentiality, diversity, equity and inclusion
- Genuinely enjoys working with people of all ages from all backgrounds
- Initiative and commitment to ongoing improvement

I will have performed my job well when I:

Provide timely, high quality work

- Ensure a welcoming environment for the neighbors we serve
- Build and maintain strong relationships with volunteers, customers and other external constituencies
- Deliver on commitments to volunteers and staff
- Ensure timely, accurate communications to multiple constituencies

Contribute to the team

- Assist other employees and volunteers generously
- Support the budgeted goals and objectives set forth by agency leadership
- Acquire and share knowledge and skills that contribute to the organization's effectiveness, engagement and community impact

Contribute to the Hastings Family Service mission: The people of the *Hastings* area reaching out as *Family* in support and *Service* to one another.

Complete work according to the values of *Hastings Family Service*

- We see the person before the problem.
- We partner with those we serve and help them to provide for themselves to the best of their ability.
- We offer help and hope.
- We respect the dignity of each individual and respect their privacy.
- We are good stewards of our resources.
- We believe working together makes our community stronger.

Acknowledgement

This job description is not meant to be all-inclusive. It defines the critical job responsibilities and requirements only, which may change at any time, with or without notice due to agency needs, regulatory requirements or other factors.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

AN EQUAL OPPORTUNITY EMPLOYER