

Job Description Store Manager

Reports to: Executive Director

Agency: Life Touch

Location Code: 4Th



The Mission of SHARE is to identify, develop and foster programs and services that further the health and well-being of the people of our community and surrounding areas.

Position Summary

The Store Manager will be responsible for the day to day operational management of the Life Touch Hospice Thrift Store; volunteer supervision; customer service; financial oversight and cash handling procedures; attaining sales and revenue goals; setting standards for loss prevention; team building; donation processing; and visual merchandising.

Position Classifications

Primary Classification:
Non-Exempt Full Time

Pay Frequency:
Bi- Weekly - Hourly

Safety Sensitive:
No

Benefits Eligible:
Yes

Driver Status:
Routine

Random Testing:
Yes

EEOC Classification:
Sales

SOC Code:
41-1011

Job Title ID:

Qualifications

Three years of retail management that includes; providing face to face customer service, staff training and supervision; financial oversight and cash handling is required.

Certifications

None

Physical and Mental Requirements

Light Work: Sitting/standing, exerting up to 20 lbs. occasionally and/or 10 lbs. frequently

The minimum requirements of this position require this individual to:

- Hear alarms/telephone/normal speaking voice
- Have good manual dexterity
- Have clarity of vision with/without corrective lenses
- Must be able to walk up or down steps or stairs

Other Requirements for Continued Employment

- Valid current driver's license
- Must maintain current automobile insurance coverage at all times
- Must provide and use personal transportation
- Have and maintain clean motor vehicle report
- Sex offender registry clearance
- Availability to work as scheduled during any hours of operation 40+ hours a week.
- Must be able to treat ALL people with respect and courtesy without bias or discrimination.

ALL SHARE employees are required to keep informed of and comply with the non-discrimination policy as stated: SHARE does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law in admission or access to or treatment or employment in its programs or activities. The President/CEO of the SHARE FOUNDATION, has

been designated to coordinate efforts to comply with the Americans with Disabilities Act of 1991 which prohibits discrimination on the basis of handicap or disability.

SHARE IMPACT Values

The values of SHARE are:

Integrity - Motivated - Professionalism - Adaptability - Compassion - Teamwork

Your behavior and the values you demonstrate in the workplace have a direct IMPACT on mission fulfillment, the work environment and the people you serve. You will be evaluated on the demonstration of these values in the performance of your work and in your daily interaction with others. You must be successful in both the demonstration of these values and the successful performance of the essential job functions required on this job description.

Evaluation Instructions

Evaluation Key: Met **(M)** Needs Improvement **(NI)** Not Met **(NM)**. Complete electronically or in ink. Do not erase or use white out and initial any corrections. Give a key for all requirements. Include documentation for NI or NM keys in the comments field. Document any goals that are set during the evaluation. Give employees the opportunity to make comments or to respond in writing. Complete the recommendations section. Signatures are required from the supervisor and the employee.

Essential Job Functions

To perform this job successfully, an individual must be able to perform each of the following Essential Duties satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the Essential Duties of the position, provided it does not create an undue hardship on SHARE.

Requirement	Key	Evaluation Comments
Develop and implement written procedures for store operations, including; opening and closing the store; procedures for accepting, sorting, pricing donations; security procedures for staff and volunteers, handling of cash, and other relevant procedures as needed.		
Oversee the processing of donated items; manage the rotation of items and the disposal of donated items in a timely fashion. Processes include: sorting, hanging, tagging, steaming, displaying and disposing of donated items.		
Recruit, train and oversee a team of volunteers in the daily operation of the store, including sorting, cleaning, organizing, and pricing items for sale: to include developing a monthly schedule of volunteers to staff the thrift store.		
Contribute to the development of annual revenue projections to meet financial goals.		
Manage monthly budget, maintaining supply inventories.		
Control petty cash, ensuring appropriate expenditures and receipts.		
Ensure accuracy of cash receipts and daily bank deposits.		
Maintain and increase knowledge of resale, thrift, consignment and retail trends through daily reading (e-mail list serves, publications) and participation in webinars, staff meetings, and periodic offsite training.		
Monitor and execute disposal of unacceptable donations, and garbage. Oversee backdoor issues such as donations that were left and the upkeep of the dumpster.		
Identify maintenance problems at the store and communicate needs to the Executive Director to ensure a safe, pleasant and clean environment for staff volunteers and customers.		
Conduct daily safety inspections by walking the store before opening to make sure floors are free of potential hazards. Ensure restrooms are in working order and isles are clear		

Support volunteers and staff on the sales floor with customer conflicts, pricing issues, etc.		
Work with and support the efforts of the Volunteer Coordinator to increase volunteer hours to reduce staffing costs whenever possible.		
Supervise staff and volunteers; monitor work performance and provide ongoing feedback to improve productivity and employee job satisfaction.		
Provide inspirational leadership to staff and volunteers, setting operational performance standards and offering training.		
Analyze sales and current inventory in order to provide projections and recommendations to retain customers and increase sales.		
Develop and implement marketing campaigns for the store that will directly influence sales, donations and volunteer morale. This includes social media and store website.		
Implement daily, weekly and monthly store promotions with assistance from volunteers.		
Perform other duties as assigned or requested.		
Demonstrate an understanding of how SHARE's IMPACT values help achieve our mission to identify, develop and foster programs and services that further the health and well-being of the people of our community and surrounding areas. Demonstrate those values on a daily basis and be willing to overcome behaviors that negatively impact relationships with co-worker's and the people we serve.		
Adhere to all SHARE Foundation and Lifetouch Policies and Procedures.		

Evaluation Summary

Met last year's goals:

Evaluation Goals for Up Coming Year:

- 1.
- 2.
- 3.
- 4.

Recommendations:

Employee Comments:

By signing this job description, I understand that it is a summary of the typical functions of the job, not an exhaustive or comprehensive list of all the possible job responsibilities, tasks, and duties I may be asked to perform. I will be required to perform other responsibilities, tasks and duties that may differ from those outlined in this job description when they are assigned. This job description should not be construed to imply that these requirements and functions are the exclusive standards of this position. The classification(s), essential functions or primary responsibilities of this position are subject to change at any time without notice. I understand that I will be expected to fulfill the essential functions, responsibilities, tasks, behavioral expectations and other duties when assigned to my employer's satisfaction and at its discretion. This job description is not an employment contract and employment is for no fixed term and may be discontinued with or without cause or notice, by me or my employer, at any time.

Employee Signature:

Date:

Supervisor Signature:		Date:
ED Review:	Date:	HR Review: