

JOB TITLE: Thrift Store Assistant Manager  
REPORTS TO: Thrift Store Manager

STATUS: REG/FT/E  
SCHEDULE: Typically 45 hours a week  
7:30-5:30 M-F, Saturdays-2x/month

DEPT: Thrift Store

REVISED: 6/11/2021

*Winston-Salem Rescue Mission (WSRM) is a Christian, non-denominational service ministry, existing to help hurting men find healing in the gospel of Jesus Christ and hope through the new life Christ gives. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.*

## **SUMMARY OF POSITION:**

Responsible to assist the management and operate all aspects of the Thrift Store. Oversee employees, residents and volunteers along with policies, processes and procedures to facilitate smooth operation and bring a source of income to the ministry in line with the established goals and plans.

## **DUTIES AND RESPONSIBILITIES:**

### Staffing

- Assist Thrift Store Manager in scheduling staff to ensure appropriate coverage and operation. (Administration, Customer Service, Pricing, Logistics, Work Therapy and Truck Operations.)
- Assist Thrift Store Manager in reviewing work performance with staff and provide training and feedback.
- Provide leadership, encouragement and direction of staff.
- Review and approve time worked for employees under your supervision, approve and/or enter time off.

### Reporting

- Assist in the completion of Daily Sales Report, provide Accounting Specialist with register reports and bank deposit daily.
- Complete month-end reports and submit to Director of Operations.

### Sales

- Review the current sales and marketing processes and make changes to improve the sales and outlook forecast for the store under the direction of the Thrift Store Manager.
- Monitor the overall sales and incorporate future strategies for increased profitability for store operations.

### Processes

- Assist Thrift Store Manager in overseeing and measuring current processing trends and fine-tune to ensure greater productivity and profitability.
- Provide regular review of processes and productivity to the Thrift Store Manager.

### Administrative

- Provide assistance and support for the Thrift Store Manager; assuming manager responsibilities in the Thrift Store Manager's absence.
- Oversee the open and/or close of the store, securing money, merchandise and property.
- Cultivate and maintain relationships with business customers, resellers and disaster relief organizations.
- Assist with merchandise display, rotation, and purging.

- Maintain ample level of supplies, receipts, etc. for store operation.
- Maintain a clean, organized and appealing appearance to the store.
- Handle customer and/or staff concerns. Prevent theft and promote security. Incidents and accidents are to be recorded using the form located on the network drive.
- Seek ways to build positive relationship with customers.
- Others duties as assigned.

**EDUCATION/EXPERIENCE:**

- High school diploma or GED required.
- College level courses or degree in retail/business management/operations preferred.
- 3+ years retail/merchandising experience preferred.
- Six+ months supervision experience required.

**SKILLS & QUALIFICATIONS:**

- Committed Christian, able and willing to model servant-leadership and interested in being part of a ministry that ministers to the addicted, poor, and homeless.
- Able and willing to work with residents through work therapy, sharing the transforming power of the Gospel through words and actions.
- Effective problem solver with regard to people and things, able to offer effective solutions while remaining calm, respectful and compassionate.
- Good cash handling skills, high degree of accuracy and able to handle reconciliation responsibilities as assigned. Credit report will be reviewed with background check.
- Safety conscious with a strong knowledge of retail operation and merchandising.
- Works well with others, able to teach and train “on the job” while completing required duties.
- Excellent manual dexterity, good eye-hand coordination.
- Able to work with people in varied circumstances related to addiction; including recovery and mental illness and to treat individuals with dignity and respect in all situations.
- Good organizational skills with regard to people and things.
- Must be honest, have integrity and a strong work ethic.
- Valid North Carolina driver’s license.

**WORKING CONDITIONS/PHYSICAL FACTORS:**

*Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%*

- The majority of this position requires work indoors, with a homeless/street population.
- Requires occasional travel, the majority of which is within the Triad area.

Standing:	Continuously	Lifting:	Frequently, up to 50 lbs.
Climbing:	Occasionally	Walking:	Frequently

**EQUIPMENT/TOOLS USED:**

- |                 |               |            |
|-----------------|---------------|------------|
| • Computer      | • Dolly       | • Forklift |
| • Internet      | • Phone       |            |
| • Cash register | • Pricing gun |            |

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Employee Signature

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Date