

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: 10/27/2021

The Winston-Salem Rescue Mission (WSRM) is helping our hurting neighbors find hope and healing through the transforming gospel of Jesus Christ. 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:

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

Employee Signature

Date