

## Job Description: Thrift Manager



### General Description

This position will be responsible for:

- † Managing the various components of daily operation of the thrift store including retail, production and ministry.

### General Qualifications and Requirements

The qualified candidate will have an ability to handle a fast-paced and ever-changing environment. The ability to equip, train and manage staff, service groups and weekly volunteers is a key component to this role. The candidate will be highly process-oriented and be equipped to train others in standard work to maximize labor output. Ensuring safe practices are being followed by staff and volunteers will be a primary responsibility for the person in this role.

This candidate will be the direct supervisor for the Production Coordinators and Associates. Teamwork is essential to the success of this role. This position works closely with and reports directly to the Director, Retail. This position will require 40 hours per week and is located at the Well Thrift Store.

### Desired Skills and Character Traits (*1 Timothy 3:1-13*)

- |   |   |
|---|---|
| † Servant-minded and submissive in spirit | † Flexibility                                     |
| † Hospitable & welcoming                  | † Disciplined with time and effort                |
| † Able to respond with sensitivity        | † Prompt  |
| † Team player                             | † Organized, detail oriented, and process focused |
| † Exemplary integrity and work ethic      | † Able to maintain confidentiality                |
| † Teachable spirit                        | † Professional                                    |
| † Discerning in conversations             |   |
| † Eagerness to contribute                 |   |

### Desired Spiritual Gifts (*1 Corinthians 12:1-31; Romans 12:1-21*)

- † **Administration:** Able to develop and manage people and organizational systems
- † **Exhortation:** Able to encourage and motivate volunteers, donors, and supporters; gracious with others in all situations
- † **Serving:** A focus on meeting needs, both in those we serve and those that serve alongside us
- † **Leadership:** Able to lead others by example with clear direction and wisdom
- † **Hospitality:** To warmly welcome people to better serve those in need

## Key Areas of Responsibility

### General Responsibilities

- † Collaborate with Director, Retail in displays, layout, branding and marketing efforts
- † Direct social media publications that align with marketing plan
- † All thrift staff report directly to the Thrift Manager
- † Responsible for managing reporting from POS and Excel sales tracking
- † Will manage operation to reach sales and budget projections
- † Provide spiritual leadership to Thrift team

### Manage production room to defined processes and continued improvement

- † Implement and carry out the lean principles of production
- † Maintain and direct receiving donation process at the donation door. Train, equip and supervise repeat volunteers in standard work and defined processes in the donation sorting, inventory storage, pricing and excess (waste, salvage, other ministries)
- † Coordinate and/or oversee the furniture pick-ups and deliveries

### Manage retail store

- † Uphold the Purpose statement of The Well through branding, customer interaction and shopping experience
- † Maintain relationship with volunteers that work the retail side. Equip and train new volunteers.

### Volunteer coordination

- † Manage schedule and coordinate with volunteers to fill shifts. Enter, track and update volunteer information including contact information and hours volunteered in volunteer database.
- † Create and maintain a running list of suitable projects for service groups
- † Coordinate and work alongside one-time service groups to accomplish tasks in the donation area.

### Other requirements

- † Ability to see in color vision, to read and to hear instructions from others; to regularly stand, use hands at counter height for grasping, holding and reaching and to lift up to 50 pounds; to occasionally, bend, kneel and climb stairs and lift up to 75 pounds.
- † Must become fork-lift and personnel-lift certified (training provided)
- † This position may include evening or weekend hours as needed
- † Will require general knowledge of computers and be able to use Office 365 and other basic business software