

## FURNITURE THRIFT STORE MANAGER JOB DESCRIPTION

The Furniture Thrift Store Manager provides leadership, supervision, oversight and management of church's Furniture Thrift Store operations to generate revenues to support church and ministry programs. The Manager is a member of the Senior Management Team of the Furniture Thrift Store, reporting to the Furniture Thrift Store Board of Directors, and is also responsible to the Rector and works in compliance with the Policies and Procedures governing the parish and staff as adopted by the Vestry. This is a full-time position averaging 30 hours per week.

### General Responsibilities

1. Executive Operations
  - a. Helps to develop the financial goals to be adopted by the Furniture Thrift Store Board.
  - b. Manages the store operations in a manner geared to meet the adopted goals.
  - c. Contributes to the development of annual revenue projections.
  - d. Manages the store budget.
  - e. Uses the store's resources (both financial and non-financial) prudently.
  - f. Complies with the financial policies and procedures of both the Church and the Furniture Thrift Store Board, including
    - o instituting internal fiscal controls
    - o controlling petty cash expenditures
  - g. Maintains and increases 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.
  - h. Networks with other thrift shop managers.
  - i. Manages and provides leadership to the staff and volunteers.
  - j. Promotes the store in the community.
  - k. Provides regular financial and management reports to the Furniture Thrift Store Board, the Church Treasurer and bookkeeper.
  - l. Provides special financial and management reports to the Rector and Vestry as requested.
2. Store Management and Merchandising
  - a. Develops and implements written procedures for store operations, including
    - o opening and closing the store
    - o accepting, sorting, and pricing donations
    - o security procedures for staff and volunteers
    - o handling cash
  - b. Oversees the inventory control, including:
    - o processing donated items, including sorting, tagging, displaying and disposing of donated items, sets standards for merchandise and communicates same.
    - o managing the rotation of items and the disposal of donated items in a timely fashion.
  - c. Acquires supplies needed for store operations and manages the supply inventory.
3. Staff and Volunteer Management and Supervision
  - a. Assesses the store's need for staff and volunteers.
  - b. The Manager is responsible for managing any employees who work at the store, including
    - o coordinating the hiring, supervision, evaluation and professional development of staff
    - o ensuring all staff are fully trained and competent to perform the elements of their job and regularly monitoring staff performance and work habits
    - o reporting performance excellence or disciplinary issues to the Furniture Store Board in a timely manner
    - o maintaining current knowledge of both the Church's and the Furniture Thrift Store's

- personnel policies and procedures, ensuring staff is knowledgeable of them, and monitoring the staff's compliance with them, taking corrective action as necessary
- providing regularly-scheduled communication with staff for direction, guidance and oversight, and timely direction and written and verbal feedback to staff as needed.
  - consulting with staff on a regular basis, addressing concerns and sharing ideas.
- c. Assists in recruiting volunteers, and trains and supervises all volunteers.
  - d. Develops schedules for paid staff and ensures the development of a daily schedule of volunteers to maintain adequate personnel coverage to accomplish tasks and respond to customers.
4. Marketing and Promotion
- a. Analyzes sales and current inventory in order to provide projections and recommendations to retain customers and increase sales.
  - b. Oversees the display of merchandise inside the store to enhance the appearance and appeal of the store.
5. Customer Service
- a. Establishes standards and expectations for excellence in the customer service provided by staff and volunteers
  - b. Promotes excellence in customer service to all customers through staff and volunteer training as to the standards and expectations.

**Miscellaneous:**

- Performs other duties as required by the Furniture Thrift Store Board.
- Periodically attends Church staff meetings as requested by the Rector.
- Maintains a collegial relationship with Church leaders and staff.

