



#### JOB DESCRIPTION

Position: **Assistant Thrift Store Manager**

Reports to: **Thrift Store Manager**

Position Status: **Full-Time, Non-Exempt**

Department : **Operations/Thrift Store**

Effective: **February 2010**

Replaces: **New Position**

Position Number: **RC-08-10**

Posting Date: **February 9, 2010**

1<sup>st</sup> Closing Date: **February 16, 2010**

#### Position Summary:

The Assistant Store Manager assists in the development and operation of all retail and merchandising facets of the Rock Thrift Store in a manner that will honor God, ensuring the highest ethical standards and the serving of others in a Christ-like way while providing quality products at a reduced or free of cost. Assistant Store Manager reports directly to the Thrift Store Manager.

#### Job Responsibilities and Duties:

1. Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
2. Actively look for ways to help people and provide excellent customer service.
3. Direct and supervise employees engaged in sales, collection, sorting and pricing of donated materials, inventory-taking, reconciling cash receipts, or in performing services for customers.
4. Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
5. Inventory stock and reorder when inventory drops to a specified level.
6. Instruct staff on how to handle difficult and complicated sales.
7. Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate.
8. Assign employees to specific duties.
9. Enforce safety, health, and security rules.
10. Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
11. Plan budgets and authorize payments and merchandise returns.

The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore related tasks may be assigned under the direction of the Thrift Store Manager.

#### Job Skills and Requirements:

1. One to two years experience in thrift store retail management (managing retail staff, scheduling, collecting, sorting and pricing of donated materials, ordering merchandise and conducting inventories).
2. Two to three years of sales experience.

3. Excellent communications skills; Ability to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
4. Strong customer service skills; Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
5. Strong in Christ-like conflict resolution and able to serve as a representative of Christ and the Rock Church to those who are customers.
6. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
7. Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
8. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
9. Motivating, developing, and directing people as they work, identifying the best people for the job.
10. Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
11. Ability to work independently and with a team.
12. Able to manager one's own time and the time of others.
13. Experience in conflict resolution.
14. Self-motivated and flexible.
15. Ability to recognize and maintain confidentiality as appropriate.
16. Proficient in Microsoft Windows based computer systems.
17. Maintains a Class C driver's license.
18. Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
19. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
20. Strong social perceptiveness; aware of others' reactions and understanding why they react as they do; excellent organizational and problem solving skills.
21. Knowledge of principles and methods for showing, promoting, and selling products or services; including marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
22. Excellent organizational and problem solving skills.
23. Self motivated and flexible.

### **Expectations of Staff:**

1. Christ-centered behavior at all times. i.e. treating people with dignity, respect, compassion and integrity.
2. For all grievances, follow Matthew 18 and Ephesians 4:15.
3. Proactive participation in the Governance system.
4. Successful completion of a background check.
5. Pleasant and professional personality and appearance.
6. Regular attendee of a Rock Weekend service.

7. Regular involvement in Rock Church activities, ministries and events.
8. Attendance at all mandatory meetings (and events, as needed).
9. A tithe of 10% to the Rock.
10. Signed acknowledgement of the Rock Church Statement of Faith.
11. Adheres to policies and procedures as stated in the Rock Church employee handbook.
12. Registered and active in the Rock A.R.M.Y.

### **Physical Requirements**

Ability to function independently and ability to speak. Physically able to lift up to 50 lbs (with or without assistance). This position also may require long periods of standing up and walking.