



### **JOB DESCRIPTION**

Position: **Thrift Store Manager**  
Reports to: **COO**  
Position Status: **Full-Time, Exempt**

Department : **Operations/Thrift Store**  
Effective: **November 2009**  
Replaces: **New Position**  
Position Number: **RC-30-09**  
Posting Date: **November 20, 2009**  
1<sup>st</sup> Closing Date: **November 27, 2009**

### **Position Summary:**

The Store Manager is responsible for 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. Store Manager reports directly to the Chief Operation Officer.

Responsible for planning, directing, controlling and staffing activities of the store. This includes but is not limited to management of and participation in staff and volunteer development, sales and customer service, accountability for the locations financial performance, development of new business and incremental sales, supervision and development of personnel, adherence to policy and procedures, responsibility for overall location appearance and organization.

### **Job Responsibilities and Duties:**

1. Responsible for the customer service provided by the store, as reflected by greeting the customers and representing the store with the highest standards, completion of customer orders and the prompt resolution of customer concerns. Practices and promotes quality customer service as exhibited by professional management and selling skills.
2. Display and development of Christ centered skills, professionalism, courtesy, product knowledge, and customer relationships for self, staff and volunteers.
3. Supports and promotes overall sales efforts by actively participating in the generation of sales and cooperating and supporting the sales efforts of the Rock Pile and departments.
4. Responsible for accountability of all paperwork, making certain that paperwork is organized, accounted for, audited and processed when required.
5. Responsible for store security including safeguarding keys, company vehicles and equipment; protecting the safe and its combination; adherence to cash handling policies and procedures; loss prevention measures; and proper staffing and scheduling to maintain adequate security.
6. In cooperation with COO, is responsible for the control of gross profit.
7. Direct and coordinate activities of businesses or departments concerned with the display, pricing, sales, or distribution of products.
8. Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.
9. Manage staff, preparing work schedules and assigning specific duties.
10. Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency.
11. Establish and implement departmental policies, goals, objectives, and procedures, conferring with board members, organization officials, and staff members as necessary.

12. Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.
13. Plan and direct activities such as sales promotions, coordinating with other department heads as required.
14. Determine goods and services to be sold, and set prices and credit terms, based on forecasts of customer demand.
15. Locate, select, and procure merchandise for resale, representing management in purchase negotiations.
16. Ensures proper training and development of personnel in the correct procedures of store functions, product training, and skills pertinent to each individual's job responsibilities.
17. Ensures administrative needs of personnel are met in a timely manner, including the maintenance of cleanliness and organization, timely administration of performance reviews, updating of driver records, employee scheduling and time card submission, etc.
18. Responsible for proper execution of Rock policies and procedures.
19. Responsible for overall appearance of the location as reflected in cleanliness and organization, absence of health and safety hazards, merchandising, and housekeeping of the location and its immediate surroundings (i.e., parking lot, landscaping, loading dock, etc.).

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

#### **Job Skills and Requirements:**

1. Three to five years experience in thrift store management; with experience in managing retail staff, including scheduling.
2. Three to five years of thrift store sales experience.
3. Experience in collection and/or ordering merchandise and conducting inventories.
4. Excellent written and verbal communication skills as exhibited by the ability to:
  - Write commonly understandable internal and external correspondence (such as memorandums, store budgets, letters to customers, performance reviews, performance documentation, etc.).
  - Clearly communicate instructions others can follow, delegate tasks or activities, and others of relevant information.
  - Train employees in policy, procedures, products, selling skills etc.
5. Strong customer service skills; knowledge of principles and processes for providing customer and personal services. This includes understand thrift store customer needs, meeting quality standards for services, and evaluation of customer satisfaction.
6. Strong in Christ-like conflict resolution and able to serve as a representative of Christ and the Rock Church to those who are customers.
7. 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.
8. Knowledge of principles and methods for showing, promoting, and selling products or services. This includes; collection, marketing, pricing strategy and tactics for a resale store. Strong ability for employee development of merchandising, sales techniques, and sales control systems.
9. 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.

10. Motivating, developing, and directing people as they work, identifying the best people for the job.
11. 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.
12. Sound basic math ability including the ability to add, subtract, multiply and divide whole numbers and fractions, and to compute area and percents. Some understanding of basic accounting concepts, including budgeting and forecasting.
13. Attention to detail as displayed by alpha and numeric accuracy.
14. Good reading and comprehension skills as exemplified by the ability to read and understand company correspondence, promotional material and written orders/instructions.
15. Good interpersonal skills as displayed by ability to interact with supervisors, employees, and customers. Demonstrated ability to lead and gain cooperation of others.
16. Good phone skills as seen in ability to communicate clearly with supervisors, employees, and customers.
17. Aptitude for automated/computerized equipment as displayed in the proficient use of the P.O.S. System, and common office equipment.
18. Ability to work independently and with a team.
19. Able to manager one's own time and the time of others.
20. Experience in conflict resolution.
21. Self-motivated and flexible.
22. Ability to recognize and maintain confidentiality as appropriate.
23. Proficient in Microsoft Windows based computer systems.
24. Maintains a Class C driver's license.
25. Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
26. Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
27. Strong social perceptiveness; aware of others' reactions and understanding why they react as they do; excellent organizational and problem solving skills.
28. 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.
29. Excellent organizational and problem solving skills.
30. 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.