

LAURA'S HOUSE JOB DESCRIPTION

JOB TITLE: Assistant Store Manager
LOCATION: Resale Store
REPORTS TO: Resale Store General Manager
STATUS: Non-Exempt

JOB SUMMARY: Assistant Store Manager is responsible for daily operations at our resale store locations. The main focus of this position is to manage staff and volunteers while finding opportunities to build store sales and improve overall customer satisfaction. The Assistant Store Manager should be a leader in promoting the Laura's House cause in store as well as in the community.

ESSENTIAL JOB DUTIES:

- Count the register before the store opens to make sure till is correct and balance the register at the end of the day.
- Open the store and run the register with assistance from Customer Service Associate.
- Assist General Manager with daily banking.
- Serve all customers, donors and volunteers in a courteous, efficient manner, speaking to all about Laura's House and the cause.
- Educates staff, shoppers and community of the Laura's House mission.
- Assist in sorting donations. Includes tagging, organizing, pricing and merchandising donated items.
- Arrange merchandise displays throughout the store.
- Handle donations with care and donors with respect and courtesy.
- Ensures quality of inventory by adhering to merchandise standards and preventing damage of donated goods.
- Ensures donation paperwork is secure and turned in to corporate on a weekly basis.
- Keeps work areas stocked with supplies and necessary equipment.
- Maintains a clean, attractive and safe working environment.
- Attends meetings and/or events as assigned by General Manager.
- Manage and motivate team to increase sales and productivity.
- Cross trains and works in all areas of store as needed.
- Schedule and train thrift store volunteers.
- Other duties as assigned.

ADDITIONAL RESPONSIBILITIES

- Maintain confidentiality of clients and customers.
- Do not discuss personal issues with customers.

- Represent the Agency in a positive and professional manner.
- Community Outreach-develop new relationships with consignment stores and any other potential donors. Create consistent donation pick-ups.
- Build donor relationships in store by working back room.
- Maintain awareness of market trend in the retail and thrift store industry.
- Promote a safe working environment
- Coordinate new volunteers with agency volunteer coordinator once they have attended orientation.
- Interview in person all potential volunteers and set up volunteer schedule.
- Train all volunteers on merchandise processing and cash register.
- Maintain volunteer roster and schedule.
- Enter volunteer hours into monthly data base.
- Be flexible with schedule so you can work with all volunteers.
- Communicate volunteer needs to agency volunteer coordinator.
- Observe and assign volunteers duties based on qualifications and store needs.

EDUCATION AND EXPERIENCE:

- Must have a basic understanding of math.
- High school or equivalent
- Prior retail experience

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent time management
- Effective interpersonal and communication skills with all levels
- Strong analytical, problem solving and project management skills
- Ability to interpret all policies and procedures to resolve customer and employee issues
- Strong customer service skills
- Must be computer efficient
- Ability to lead and inspire others
- Must be detail oriented

JOB QUALIFICATIONS:

- Requires long hours of standing, sometimes in one spot.
- Must be able to lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.
- Must be able to bend and/or reach in order to stock shelves and hang clothes

Forward resume to: resumes@laurashouse.org