**SUMMARY:** The Thrift Store Supervisor is responsible for the day to day supervision of the assigned thrift store in the absence of the Store Manager. Also, is responsible for opening and/or closing the thrift store and for the supervision of all staff/volunteers. He/she assures that all policies and procedures are followed as established and identifies and supervises all store sales events.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Core duties and responsibilities include the following. Other duties may be assigned.

* Monitor and facilitate donations to the thrift store.
* Keep store well stocked, displayed and clean.
* Successfully managed the thrift store team in running a retail operation.
* Trains new workers.
* Supervises truck drivers and their assistants.
* Facilitates communication between dispatcher and delivery staff/drivers.
* Maintain the store merchandise so the store is appealing to shoppers and is safe.
* Monitors the flow of merchandise from sorting room/warehouse and other off-site storage areas Prices all merchandise.
* Place cash drawer in company safe at the end of each business day.
* Establishes a schedule of special sales events and assures that staffing is appropriate to manage such sales.
* Assists in the over site of store advertising Establishes pricing on the spot if merchandise is not already priced Provide directives to Assistant Store Manager.
* Pleasantly deal with customers to ensure satisfaction.
* Assists in the oversight of store advertising.
* Establishes pricing on the spot if merchandise is not already priced.
* Met clientele immediate expectations by maintaining interpersonal abilities.
* Greets clients and assists their needs daily.
* Available to customers providing prompt and accurate checkout.
* Opens a second register if more than 6 people in line to check out.
* Direct oversight of opening and closing procedures by delegated staff

**SUPERVISORY RESPONSIBILITIES:** This job has supervisory responsibilities on the thrift store employees/volunteers: Driver, Driver Assistant, Third Key/Key holder, Greeter, Cashier, Customer Services Representatives.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

**Interpersonal Skills** - Focuses on courtesy and solving conflict, not blaming; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.

**Written Communication** - Writes clearly and informatively; Able to read and interpret written information.

**Diversity** - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

**Ethics -** Treats people with respect; Keeps commitments.

**Motivation -** Sets and achieves challenging goals; Measures self against standard of excellence.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources.

**Professionalism -** Approaches others in a tactful manner; Reacts well under pressure.

**Quality -** Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.

**Quantity -** Completes work in timely manner; Works quickly.

**Safety and Security** - Observes safety and security procedures; Follows all driving rules, regulations and laws; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality -** Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability -** Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION AND/OR EXPERIENCE:** High school diploma or general education degree (GED) is required; associated degree is highly preferred; telephone skills, verbal communication, Microsoft Office skills, listening, professionalism, customer focus. Minimum two years’ experience in retail/store management experience. Cashier experience is highly preferable.

**LANGUAGE SKILLS:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**MATHEMATICAL SKILLS:** Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**REASONING ABILITY:** Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**COMPUTER SKILLS:** To perform this job successfully, an individual should be proficient with MS Office (Excel, Power Point, Word), Internet software; Online access to ADP (HR and payroll); Point of Sale software and equipment.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and /or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles; toxic or caustic chemicals and risk of electrical shock. The employee is frequently exposed to risk of radiation and vibration. The employee is occasionally exposed to wet and/or humid conditions (non-weather); working near moving mechanical parts; outdoor weather conditions; extreme cold (non-weather) and extreme heat (non-weather).

The noise level in the work environment is usually moderate.

Approved by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: 10.22.2018

Thomas Pietrogallo, Chief Executive Officer

Acknowledges Receipt: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature

Employee Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_