

Peninsula Humane Society & SPCA
Manager-Pick of the Litter
Job Description

Job Title: Manager
Department: Pick of the Litter
Reports To: Director, Volunteer & Community Programs
FLSA Status: Exempt
Excellent Benefits Package Available

Summary: Manages the daily operation of the resale store performing primary duties of employee and volunteer supervision, training, scheduling, cash reconciliation, and merchandising. Secondary duties will be to provide back up to cashier functions, stocking and sorting. Provides and promotes superior customer service. Promotes the resale store through social media platforms.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Manages and schedules store associates and volunteers on a daily basis.

Collaborates with the Director in the on-going development of retail services protocol, policies and procedures.

Responsible for partnering with Human Resources and Volunteer Services in hiring, orienting, training, counseling/disciplining and development of employees and volunteers. Including organizational policies and procedures and shelter-wide communications.

Becomes well-versed in product knowledge and merchandising and ensures staff and volunteers are properly trained to recognize and price items appropriately.

Motivates and inspires employees and volunteers.

Assists Director with monitoring department budget and setting revenue projections and goals.

Oversees the purchase of supplies and equipment with approval of Director.

Conducts monthly meetings with employees and volunteers.

In association with the Director, monitors and reviews departmental programs, data and information in order to prepare statistical reports, proposals and recommendations.

Publishes monthly schedules, sales promotions and informational updates to volunteers in an email format.

Responsible for maintaining and increasing store sales as projected by budget and goals set with Director and organization.

Maximizes sales and ensures that the store is achieving its sales target.

Ensures product pricing represents fair market value.

Implements promotions and seasonal events to achieve targets.

Receives donations, sorts and prices merchandise in accordance with store guidelines.

Assists with the procurement of new donations to increase donation volume.

Ensures a safe, clean and organized store.

Ensures proper signage and store displays are updated on a regular basis.

Ensures stock is rotated regularly and merchandise is organized and displayed to maximize sales.

Operates the store to maximize product on the sales floor.

Ensures consistent and quality sorting and pricing of donations.

Works professionally with the public, customers and fellow co-workers.

Evaluates store sales on daily/weekly basis and investigates any unusual sales fluctuations with Director.

Acknowledges each customer that comes into the store in a courteous and professional manner and performs all duties in a safe and efficient manner.

Oversees end of month sales reports and reconciliations.

Partners with outside groups, representing the mission of PHS/SPCA in a positive professional manner.

Engages an outside audience through social media posts and interactions.

Works with and ensures proper flow of merchandise to consignment locations, including our eBay consultants.

Maintains a presence on the selling floor to discourage theft.

May assist in pickup of new merchandise.

Works in a changing, fast-paced environment.

Supervisory Responsibilities:

Supervises subordinate sales associates and 40+ volunteers. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include assisting in interviewing, hiring. Training employees and volunteers; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees and volunteers; addressing complaints and resolving problems.

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); one year related retail experience and/or training with previous supervisory experience; or equivalent combination of education and experience.

Language Skills:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information to customers, volunteers, and other employees of the organization.

Mathematical Skills:

Ability to calculate figures and amounts such as discounts, interest, and percentages.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have some knowledge of computerized Point of Sale systems and ability to learn proper cash management procedures. Additionally, you should have knowledge of MS Office, especially Outlook, Word and Excel.

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 regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell. The employee is occasionally required to sit; climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25-50 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.

The noise level in the work environment is usually moderate.

EOE/M/F/D/V