



BECAUSE ANIMALS MATTER

Hurricane Valley Humane

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Thrift Store Manager, BAM's Orphaned Objects

REPORTS TO: Board of Directors

TIME COMMITMENT: Part-time (20-30 hours/week)

STARTING SALARY: Volunteer position

DIRECT SUPERVISION RESPONSIBILITIES: 3-10 volunteers

Job Description Overview:

The Thrift Store Manager provides supervision, oversight, and management of BAM's Orphaned Objects. The store generates revenue to support BAM's programs and services. The Manager oversees volunteers, sales, donations of merchandise, promotion of the store in the community and internal fiscal controls.

This position is a volunteer staff designation at this time. No guarantee exists in which the position will develop into a paid one.

MISSION STATEMENT

Because Animals Matter is dedicated to reducing animal abuse and neglect through education.

1. Store Management & Merchandising

- Develop and implement written procedures for store operations, including opening, and closing the store; procedures for accepting, sorting, pricing donations; security procedures for staff and volunteers, handling of cash, and other relevant procedures as needed.
- Oversees the processing of donated items, manages the rotation of items and the disposal of donated items in a timely fashion.
 - Processes include: sorting, tagging, displaying and disposing of donated items, providing leadership to staff and volunteers; sets standards for merchandise and communicates same.
- Manages supply inventory and requests operating supplies as necessary.

- Experience with cash register and computer programs needed for operations
- Maintain and increase knowledge of resale, thrift, consignment and retail trends through reading (e-mail list servers, publications) and participation in any training opportunities offered.
- Networks when applicable with other thrift shop managers.

2. Staff Management

- Assesses the store's need for volunteers.
- Develops schedules for volunteers to ensure the development of a daily schedule of volunteer coverage to maintain adequate personnel at the store to accomplish tasks and respond to customers.
- Trains and supervises store volunteers; helps with recruiting of volunteers.
- Conducts regularly scheduled communication with volunteers to provide direction, guidance and oversight to personnel.
- Consults with Board of Directors and/or their appointed Board advisor to the thrift store on a regular basis, addressing concerns and sharing ideas.
- Provides timely direction and written and verbal feedback to volunteers.
- Ensures volunteers are fully trained and competent to perform the elements of their job as defined by their job description.
- Ensures volunteers are knowledgeable of agency policies and procedures and are compliant.

3. Marketing & Promotion

- Oversees the display of merchandise inside the store to enhance the appearance and appeal of the store.
- Provides willingness to work with other BAM volunteers to produce official promotional or marketing materials including but not limited to print and online ads, sale notices, official pleas for volunteer assistance at seasonal yard sales.

4. Customer Service

- Provides service to internal and external customers according to BAM standards and ensures staff and volunteers follow same standards.

- Promotes excellence in the customer service experience for all visitors to the thrift store through staff training.

5. Financial Management

- Uses agency resources (financial and non-financial) prudently.
- Acknowledges and follows financial policies of BAM.

Other Responsibilities

- Other duties relating to management of the Thrift Store may arise, which can be incorporated into this job description as required.

Education, Experience, and Skills Required

- Experience in retail management
- Experience overseeing volunteers
- Reliable and trustworthy; sound decision-making skills.
- Strong verbal, writing & organizational skills.
- Knowledge of budget management, bookkeeping, and projections.
- Demonstrated ability to serve clients in a professional, welcoming, and efficient manner.
- Cooperative, friendly, and helpful attitude with clients and co-workers. Ability to work closely with other volunteers to ensure positive, constructive environment within the store, and throughout the entire BAM volunteer network.
- Ability to thrive in a flexible, fast-paced and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.
- Passion and enthusiasm for the mission of Because Animals Matter and its clients.
- Ability to maintain a flexible schedule.
- Ability to work independently and in a team setting.

Physical Requirements

- Requires ability to sit up to 3-4 hours per day with frequent walking, standing, bending, squatting, pulling and pushing.
- Requires ability to keyboard at computer for up to 4 hours per day.
- Occasionally may require lifting items up to 10 pounds to a height up to 6 feet and 11-25 pounds to a height of 3 feet.

- Occasionally may be required to carry items up to 30 pounds for distances up to 25 feet — hand trucks and dollies are available, along with an access ramp into the building's front entrance.
- The thrift store does have an upstairs currently only used for seasonal item storage; climbing stairs is likely but may not be a requirement should other volunteers have the physical ability.

The taking on of additional volunteer assignments is never expected, but is appreciated, should they not interfere with the aforementioned responsibilities.