



Manager Backporch Treasures Thrift Shop Job Description

Reports To: Executive Director

Department: Back Porch Treasures (BPT)

Hours: 18 to 25 hours per week

Summary: Manages all facets of Back Porch Treasures including retail store, incoming donations, part-time staff and volunteers.

BPT Culture: From an open, caring and respectful attitude for all, to providing quality and timely service to our customers, Back Porch Treasures' staff abides by a high level of customer service and kindness to others.

Essential Duties and Responsibilities

- Plans and prepares work schedules and assigns part-time staff to specific duties.
- Plans, with supervisors, pricing policies on merchandise according to requirements for profitability of store operations.
- Coordinates sales promotion activities and directs the preparation of and display of merchandise as well as advertising copy.
- Supervises employees engaged in sales work, taking of inventories, reconciling cash with sales receipts, keeping operating records.
- Promotes acquisitions of donations and orders merchandise to replenish merchandise on hand. Arranges for dissemination of unused donations.
- Ensures compliance of employees with established security, sales, and recordkeeping procedures and practices.
- Develops, tracks and reports on annual budget.
- Ensures volunteers' safety and comfort within their scheduled shifts. Works with supervisors and volunteers to deliver quality products for the store.
- Answers customers' complaints or inquiries.
- Locks and secures store.
- May perform other duties as assigned.

Competency

- *Problem Solving* - Identifies and resolves problems in a timely manner; develops fair alternative solutions.
- *Technical Skills* - Pursues training and development opportunities; strives to continuously build knowledge and skills.
- *Leadership* - Exhibits confidence in self and others; inspires and motivates others to perform well. Displays passion and optimism. Effectively influences actions and opinions of others; inspires respect and trust.

Accepts feedback from others. Provides vision and inspiration to peers and subordinates; gives appropriate recognition to others. Displays passion and optimism; mobilizes others to fulfill the vision.

- *Customer Service* - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service.
- *Oral Communication* - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; participates in meetings.
- *Written Communication* - Writes clearly and informatively; edits work for spelling and grammar.
- *Team Work* - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests. Supports everyone's efforts to succeed; recognizes accomplishments of other team members. Focuses on solving conflict; maintains confidentiality.
- *Delegation* - Delegates work assignments; matches the responsibility to the person. Gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- *Managing People* - Includes staff in planning, decision-making, facilitating and process improvement. Takes responsibility for subordinates' activities. Provides regular performance feedback; develops subordinates' skills and encourages growth. Solicits and applies customer feedback (internal and external). Improves processes, products and services.
- *Quality Management* - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality. Applies feedback to improve performance; monitors own work to ensure quality.
- *Business Acumen* - Understands business implications of decisions; displays orientation to profitability. Demonstrates knowledge of market and competition. Aligns work with strategic goals.
- *Cost Consciousness* - Works within approved budget; develops and implements cost saving measures.
- *Diversity* - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; promotes a harassment-free environment. Builds a diverse workforce.
- *Ethics* - Treats people with respect; keeps commitments. Inspires the trust of others; works with integrity.
- *Organizational Support* - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values. Benefits organization through outside activities.
- *Strategic Thinking* - Develops strategies to achieve organizational goals. Identifies external threats and opportunities; adapts strategy to changing conditions.
- *Dependability* - Follows instructions, responds to management direction; takes responsibility for own actions. Keeps commitments. Ensures work responsibilities are covered when absent.
- *Initiative* - Volunteers readily; undertakes self-development activities. Looks for and takes advantage of opportunities; asks for and offers help when needed.
- *Innovation* - Displays original thinking and creativity; meets challenges with resourcefulness. Generates suggestions for improving work; develops innovative approaches and ideas.
- *Judgment* - Displays willingness to make decisions; exhibits sound and accurate judgment. Includes appropriate people in decision-making process.
- *Planning/Organizing* - Prioritizes and plans work activities; uses time efficiently. Plans for additional resources; sets goals and objectives. Organizes or schedules other people and their tasks. Develops realistic action plans.
- *Professionalism* - Approaches others in a tactful manner; reacts well under pressure. Treats others with respect and consideration regardless of their status or position.
- *Quantity* - Meets productivity standards; completes work in timely manner. Strives to increase productivity.
- *Safety and Security* - Observes safety and security procedures; determines appropriate action beyond guidelines. Reports potentially unsafe conditions; uses equipment and materials properly.

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/Experience**

Minimum of Associates Degree from a two-year college or technical school. Bachelor's degree (B. A.) from a four-year college or university preferred. Two years or more years related experience and/or training or equivalent combination of education and experience.

- **Language Ability**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

- **Math Ability**

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

- **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- **Computer Skills**

To perform this job successfully, an individual should have knowledge of Word Processing software, with an awareness of Spreadsheet, Design software and/or Database software.

- **Supervisory Responsibilities**

Manages five part-time employees (two supervisors, two donations/garage staff and one online shopping facilitator). The BPT manager is responsible for the overall direction, coordination and evaluation of these employees' areas as well as oversees the direction of an average of 100 volunteers each week. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

- **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 occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

- **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.

The employee must occasionally lift and/or move up to 50 pounds. While performing the duties of this job, the employee is regularly required to stand; walk; use hands to grasp, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to sit. The employee is occasionally required to taste or smell.

Receipt & Acknowledgement:

I acknowledge that I have read and understood the essential duties and responsibilities, competencies and qualifications of this job. I also understand that this job description is not meant to be all-inclusive of every job duty and responsibility that may be required of an employee in the job.

I acknowledge that I have read, understood, and approve the aforementioned duties, competencies and qualifications to be included in this job description.

Employee Name (Print):	Employee Name (Sign):	Date:
Immediate Supervisor/Manager Name (Print):	Immediate Supervisor/Manager Name (Sign):	Date:
Human Resources Approval (Name):	Human Resources Approval (Signature):	Date: