

# Assistant Store Manager

## Backporch Treasures Thrift Boutique

### Job Description

**Reports To:** Director of Retail Operations (DRO), Matthews Help Center

**FLSA Status:** Full-time

**Department:** Backporch Treasures Thrift Boutique

**Hours per week:** Up to 32 hours (part-time)

**Prepared By:** Executive Director and Director of Retail Operations (DRO)

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

**Summary:** Assists the DRO in all operational aspects of Backporch Treasures (BPT), including staffing, volunteers, marketing, and merchandising by performing the duties outlined below.

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

- Fulfills Store Supervisory responsibilities when listed as Supervisor of the Day (SOD) on the BPT staff schedule.
- Helps DRO oversee daily operations and ensure exceptional service and a positive experience is provided for volunteers and customers, especially when DRO is not onsite.
- Splits with the DRO being on-call on Saturdays for support as needed.
- Ensures the Mission of the Matthews HELP Center is adhered to in daily activities, as well as in organization-wide store policies, department procedures, and job duties.
- Owns and generates the following key volunteer communication vehicles:
  - The weekly reminder, with specific instructions for eleven departments, with input from DRO and supervisors.
  - Department Meetings: Schedules and conducts the meetings and provides a recap to all department volunteers and related BPT staff members
- Acts as the first option for inside department trainings
- Assists DRO in maintaining and updating all volunteer training materials.
- Assists DRO in ordering BPT supplies on a weekly basis.
- Assists DRO in maintaining department price lists
- Assists DRO in planning and implementation of store layout, as well as sales and displays.
- Assists DRO in completing daily close-out procedure, especially when DRO is not onsite.
- Assists DRO in organizing and orchestrating seasonal turnarounds (Spring, Fall and Christmas).
- Listens to customers' needs and resolves problems to restore and promote good public relations.
- Assists staff in completing difficult sales and tasks.
- Acts as interim Director of Retail Operations when DRO is out of the office for more than five consecutive business days.

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

*Attitude* – Demonstrates a positive, caring manner in dealing with all customers, staff and volunteers. Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service. Responds to requests for service and assistance.

*Attention to Detail* – Consistently takes in and remembers a large amount of information on a wide variety of issues related to BPT operations; accurately processes and manages money handling and other financial responsibilities.

*Multi-Tasking* - Manages multiple projects/situations at once with patience and competence.

*Initiative* - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions; looks for and takes advantage of opportunities; asks for and offers help when needed.

*Work Relations* - Contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; recognizes accomplishments of other team members.

*Attendance* - 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.

*Communication Skills*– Listens well; speaks clearly and persuasively in positive or negative situations. Participates in meetings. Writes clearly and informatively; edits work for spelling and grammar; stays up-to-date on emails and all MHC- and BPT- related written communications; able to read and interpret written information.

*Technical Skills* – Ability to use Microsoft Word and communicate effectively via email and phone.

*Problem Solving* - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; uses reason even when dealing with emotional topics.

*Diversity* - Shows respect and sensitivity for cultural differences.

*Judgment* - Displays willingness to make decisions in a timely manner; exhibits sound and accurate judgment; supports and explains reasoning for decisions.

*Planning/Organizing* - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; 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; accepts responsibility for own actions.

*Quantity* - Meets productivity standards; strives to increase productivity.

*Safety and Security* - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

*Work Quality* - Looks for ways to improve and promote quality throughout BPT; demonstrates accuracy and thoroughness. Applies feedback to improve performance; monitors own work to ensure quality.

*Work Consistency* – Exhibits the qualities of good work habits in a consistent manner.

**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:* Associate's degree (A. A.) or equivalent from two-year college; or six months to one year of related experience and/or training; or equivalent combination of education and experience.

*Language Ability:* Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization.

*Math Ability:* Ability to calculate figures and amounts such as discounts.

*Computer Skills:* Knowledge of word processing software.

*Supervisory Responsibilities:* Directly supervises approximately 80-100 volunteers per week. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training volunteers; planning, assigning, and directing work; appraising performance; rewarding volunteers and reporting disciplinary concerns to Volunteer Manager; addressing complaints and resolving problems.

*Physical Demands:* The employee must frequently lift and/or move up to 30 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.

**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.

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