



Thrift Store Manager Job Description

Position: Thrift Store Manager

Worksite: Transitions Thrift Store

Status: Management

Summary:

Under the direction and general supervision of the Community Builder, the Thrift Store Manager is responsible for the overall operations of IWAV's social enterprise: Transitions Thrift Store. The Thrift Store Manager ensures that the store maintains profitability, while operating in accordance with the agency's policies and procedures. Proceeds from the Transitions Thrift Store will be used to support the work of IWAV's other programs.

Transitions Thrift Store is also an integral part of IWAV's services, providing store credits to women and children affected by violence. This responsibility requires the Thrift Store Manager to ensure the store team understands cycles of violence and abuse, and how service to those affected.

As a member of IWAV's management, the Thrift Store Manager is included in manager's meetings and is expected to participate, and to share the benefit of connection with this supportive and highly qualified team.

Qualifications:

Education, training and experience

- At least 3 years' experience working in retail management
- Proven ability to supervise staff and operate a profitable business or social enterprise
- Must agree to a criminal records check

Job Skills and Abilities

- Demonstrated teamwork, leadership and supervisory skills
- Excellent oral, written, facilitation and interpersonal communication skills
- Effective time management skills
- Competent in conflict resolution
- Able to work in a respectful and cooperative manner with customers and staff

Key Areas of Responsibility:

Accountability

- Reports to and meets regularly with the Community Builder to discuss Thrift Store operations
- Maintains current knowledge of and complies with IWAV mandate, mission, policies, procedures, standards of practice and collective agreement
- Maintains strict confidentiality of information gained because of employment with IWAV.
- Alerts the Community Builder promptly of any extraordinary circumstances, including financial, legal or ethical issues that may arise

Store Operations and Administration:

- Works with store staff to ensure a high quality of customer service delivery
- Plans and executes strategy to meet targets for sales.
- Establishes and maintains a pricing system for donated items for re-sale
- Supervises preparation of merchandise displays and layout
- Works with Community Builder for advertising and promotion of the Thrift Store
- Ensures the Thrift Store consistently provides a safe, clean and welcoming environment
- Develops operating procedures for the Thrift Store as required and ensures operations are consistent with IWAV policies and procedures
- Coordinates and supervises the maintenance of the store, furnishings and equipment

- Works with the Community Builder to ensure the thrift store operates within an annual budget
- Informs and consults with the Community Builder regarding proposed extraordinary expenditures
- Performs other related duties as required

Personnel Supervision:

- In conjunction with the Community Builder, develops job descriptions and job postings for all Thrift Store staff and volunteers
- Works with the Retail Supervisor to define duties, assign work and arrange schedules of Thrift Store staff and volunteers
- Approves staff time sheets and absence requests using electronic software
- Responsible for store staff performance management including hiring, training, supervision, performance management, annual reviews and goal setting.
- Supervises the Store Supervisor, Retail Workers and volunteers.
- Actively participates in all actions of progressive discipline and termination of store staff
- Ensures staff adherence to IWAV policies and procedures
- Works to ensure compliance with Workplace Safety Standards
- Organizes and facilitates staff meetings

Community Liaison and Public Relations:

- Works to develop and maintain strong links and good relationships with other community agencies and the public
- Always represents IWAV positively and professionally