

MAXWELL THRIFT SHOP

Job Description - Manager

1. Hired as a part-time employee. Approximately 32 hours per week.
2. Knowledgeable to implement and enforce the Thrift Shop General Policies, job descriptions, and procedures, (printed in the Thrift Shop Handbook). Any situation or problems that are inconsistent with Thrift Shop operating procedures and policies should be taken to the Thrift Shop committee for action.
3. Responsible for the daily activities and the smooth, efficient operation of the Thrift Shop.
4. Provide daily continuity of all Thrift Shop activities during business hours.
5. Supervise the assistant manager, bookkeeper, cashier, and custodian and make certain that their duties are carried out as written in the job description. Evaluate and maintain job performance evaluations, employee counseling (oral & written). Manage overall hiring and termination with the assistance of the Thrift Shop Liaison or the Thrift Shop Committee.
6. Responsible for good customer and volunteer relationships. Handle any customer or volunteer problems that arise. Daily issues that cannot be resolved shall be referred to the Thrift Shop Liaison or the Thrift Shop Advisor.
7. Have a working knowledge of all Thrift Shop operations, including both volunteer and non-volunteer positions. Help out in any area where there is a need.
8. Review the guidelines, general policies, job descriptions, and procedures contained in the Thrift Shop Handbook with the Thrift Shop Committee yearly or when problems arise.
9. Open the Thrift Shop for daily business or designate the assistant manager or cashier to open the shop. Close the Thrift Shop at the conclusion of each business day, making sure all chores are completed or designate the assistant manager or cashier to close. (by Thrift Shop Liaison approval).
10. Ensure the cash register is closed out at the end of each day and cash is reconciled with items sold, having a basic awareness of the computer operation, and performing a monthly review of the Thrift Shop Profit and Loss Statement.
11. Take major Thrift Shop decisions or suggestions for major changes in policies and procedures to the Thrift Shop Liaison (for Thrift Shop Committee approval).
12. Have a Thrift Shop and post office box key. Have access to the safe, office, copy machine, post office box, drop box, files, and all Thrift shop information.

13. Sign Thrift Shop signature card at the financial institution currently being used by the Thrift Shop; review and co-sign all checks written by the bookkeeper.
14. Collaborate with the bookkeeper and the cashier in keeping a "bad check" list at the cash register. Assist the bookkeeper in pursuing collection of checks returned from the bank for "insufficient funds".
15. Ensure that childcare privileges are not abused and sign authorization form.
16. In conjunction with the assistant manager, ensure that all consignment work areas are manned each day. Focus is to have minimum customer waiting time.
17. Designate volunteers to work donations, man the business desk, pull expired merchandise, and organize special sales or to work wherever there is a need.
18. Ensure that volunteers maintain a clean and orderly Thrift Shop.
19. Keep volunteers informed of any changes, major problems, upcoming events, etc.
20. Along with the Thrift Shop Liaison, shall keep an ongoing record of changes in policies and procedures made at Thrift Shop Committee meetings and ensure that this information is updated on all copies of the Thrift Shop Handbook. At the end of the year, ensures that all changes and the guidelines, policies, job descriptions, and procedures are typed into the Thrift Shop Handbook, approved as required and distributed one Thrift Shop Liaison, Thrift Shop Manager. An electronic copy should be given to the MGOSC President, Advisor and Parliamentarian. (copy is where it can be used for ready reference by volunteers).
21. Maintain an up-to-date Thrift Shop roster and keep a record of volunteer hours worked each day. Tally volunteer hours at the end of each month and submit to the Volunteer Resource Manager at the Family Support Center for inclusion in the Volunteer Incentive Program.
22. Responsible for seeing that new volunteers are trained. May assign an experienced volunteer to introduce, instruct, and aid the new volunteer.
23. Contact the building superintendent for emergency lighting, heating, plumbing, and general building repairs and be available, with two days notice, to open the Thrift Shop during non-working hours as needed to conduct regular maintenance and special projects.
24. Maintain files to include equipment warranties, maintenance contracts, operational manuals, Thrift Shop Committee minutes, financial statements, and all other transactions. Be responsible for storing Thrift Shop records, with the assistance of the bookkeeper, as outlined in the Records Storage Procedures section of the Thrift Shop Handbook. Destroy outdated records.

25. Maintain Employee Files, Applications, Employee Contract, Job Description, Compensation Info, Tax Info, Performance Evaluations, Employee Counseling, and all other employee information.
26. Conduct an annual inventory in May and maintain a written record of Thrift Shop property.
27. Maintain an informal file on the source of supplies and equipment for the Thrift Shop.
28. Purchase drinks and snacks to have on hand for volunteers. Turn in receipts to bookkeeper.
29. Obtain approval from the Thrift Shop Committee for any other than normal operating expenditure over \$300 or computer expense over \$1000.
30. Pick up the mail at the post office. Ensure that all correspondence required by the Thrift Shop is completed. Give all bills to the bookkeeper upon receipt to ensure timely payment.
31. Set and post contract expiration date (consignments).
32. Ensure that all expired items are pulled, marked down, and placed in the donation sales area.
33. See that "mystery" items are identified and put back on sales selves and racks as soon as possible. Research missing items for the customers in a timely manner.
34. Call customers regarding any problems with consignment contracts, sales, or returned checks.
35. Be familiar with fire regulations. Schedule periodic fire prevention, anti-robbery, and shop lifting briefings for volunteers. These briefings may be combined with the Thrift Shop volunteer business meetings.
36. Purchase office supplies and custodial supplies as needed, giving receipts to bookkeeper.
37. Have a business charge card to use for making authorized purchases for the Thrift Shop.
38. Sort and price donations.
39. Order contracts, checks, signature stamps and volunteer name tags. Give receipts to bookkeeper.
40. Review monthly financial reports, monthly expense reports, and provide Thrift Shop Liaison with monthly volunteer hours and donations report.

41. When possible, train replacement manager(s) for two weeks prior to the termination date of the contract.
42. To ensure that all Thrift Shop responsibilities are covered during your absence; the Thrift Shop Liaison should be notified in advance of any extended absence.
43. Probation period 60 days.