**MAXWELL GUNTER SPOUSES’ CLUB
THRIFT SHOP MANAGER
JOB DESCRIPTION**Reports to 2nd Vice President

The Thrift Shop Manager is a paid employee, working approximately 32 hours per week. Employment contract will be signed by MGSC President and 2nd Vice President. Probation period is 60 days.

**Daily Duties and Responsibilities:**

* Responsible for the daily activities and the smooth, efficient operation of the Thrift Shop.
* Responsible for implementing and enforcing Thrift Shop General Policies, job descriptions and procedures as written in the Thrift Shop Handbook. Must notify the Thrift Shop Liaison and/or Thrift Shop Committee, if necessary, of any problems or situations that are inconsistent with operating procedures and policies.
* Provide daily continuity of all Thrift Shop activities during business hours.
* Supervise the assistant manager, cashier, and custodian and make certain that their duties are carried out as written in their job descriptions. 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.
* 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. (Must be approved by Thrift Shop Liaison).
* 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 an MGSC Advisor.
* 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. Run the register when the cashier is absent.
* In conjunction with the assistant manager, ensure that all consignment work areas are manned each day. Focus is to have minimum customer waiting time.
* Designate volunteers to work donations, man the business desk, pull expired merchandise, and organize special sales or to work wherever there is a need.
* Ensure that volunteers maintain a clean and orderly Thrift Shop.
* Keep volunteers informed of any changes, major problems, upcoming events, etc.
* 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".
* 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.
* Sort and price donations.
* Responsible for seeing that new volunteers are trained. May assign an experienced volunteer to introduce, instruct, and aid the new volunteer.
* Set and post contract expiration date (consignments).
* Ensure that all expired items are pulled, marked down, and placed in the donation sales area.
* See that "mystery" items are identified and put back on sales shelves and racks as soon as possible. Research missing items for the customers in a timely manner.
* Call customers regarding any problems with consignment contracts, sales, or returned checks.

**Monthly Duties and Responsibilities:**

* Attend monthly Thrift Shop Committee Meeting
* Take major Thrift Shop decisions or suggestions for major changes in policies and procedures to the Thrift Shop Liaison (for Thrift Shop Committee approval).
* Along with the Thrift Shop Liaison, 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. Review monthly financial reports, monthly expense reports, and provide Thrift Shop Liaison with monthly volunteer hours.
* Purchase drinks and snacks to have on hand for volunteers. Turn in receipts to bookkeeper.

**Annual Duties and Responsibilities:**

* Review the guidelines, general policies, job descriptions, and procedures contained in the Thrift Shop Handbook with the Thrift Shop Committee annually or when problems arise.
* Conduct an annual inventory in May and maintain a written record of Thrift Shop property.

**Ongoing Duties and Responsibilities:**

* Must read and be familiar with the MGSC Constitution and By-Laws, MGSC Expectations for all board members and Thrift Shop Handbook.
* Have a Thrift Shop key. Have access to the safe, office, copy machine, post office box, drop box, files, and all Thrift shop information.
* 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.
* 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.
* Maintain Employee Files, Applications, Employee Contract, Job Description, Compensation Info, Tax Info, Performance Evaluations, Employee Counseling, and all other employee information.
* Maintain an informal file on the source of supplies and equipment for the Thrift Shop.
* Obtain approval from the Thrift Shop Committee for any other than normal operating expenditure over $300 or computer expense over $500.
* Ensure that all correspondence required by the Thrift Shop is completed. Give all bills to the bookkeeper upon receipt to ensure timely payment.
* 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.
* Purchase office supplies and custodial supplies as needed, giving receipts to bookkeeper.
* Have a business debit card to use for making authorized purchases for the Thrift Shop.
* Order contracts, checks and signature stamps as needed. Give receipts to bookkeeper.
* Give proposed hours of each employee to the TS Liaison for approval before they are submitted to the accountant.
* 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.
* 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.
* When possible, train replacement manager(s) for two weeks prior to the termination date of the contract.