



Every pet deserves a good life. We save the most vulnerable animals and enrich the lives of pets and people. Our mission is made possible with the hard work of our valued employees. We offer a friendly, professional work environment with a culture that promotes innovation, compassion, and excellence.

Job Title: Assistant Store Manager

Department: Thrift Store

Position Status: Full Time, Exempt

Reports To: Thrift Store Manager

POSITION SUMMARY:

The Assistant Store Manager will work on site at the BRHS Thrift Store and will be responsible for the mentoring and training of volunteers. The Assistant Store Manager assists the Thrift Store Manager with conducting the daily operation of the BRHS Thrift Store in a constantly changing environment. This includes: assisting with pricing, sorting, and the daily flow of store merchandise; communicating and interacting with customers, volunteers, and donors; encouraging and supporting volunteers; facilitating a safe and healthy working and shopping environment for donors, customers, volunteers and staff. This position must support all BRHS board policies.

DUTIES & RESPONSIBILITIES

Training, mentoring, & serving as liaison for BRHS volunteers by cultivating meaningful volunteer engagement. Continuously assess inventory levels and the needs of the sales floor. Acting as back up and manager on duty.

Including but not limited to:

- Assisting in the execution of volunteer recruitment, retention and cultivation.
- Assisting in the planning of volunteer thank you and appreciation activities.
- Communicating expectations & procedures effectively with volunteers.
- Maintaining effective relationships with volunteers.
- Assist the Thrift Store Manager with the day-to-day operations of the thrift store, including on-time opening and closing.
- Supervise volunteers in accordance with BRHS's policies including assigning and directing volunteer work; providing regular, on-going feedback and appreciation; addressing complaints and resolving problems.
- Work cooperatively and congenially with volunteers of various ages and backgrounds, in a supervisory role.
- Monitor sales trends of the store and oversee pricing and merchandising of all items.
- Assist with pricing, restocking, and merchandising as needed.
- Ensure that store has enough staff/volunteer coverage, and covering as needed.

- Ensure that all volunteers provide excellent customer service.
- Maintain accurate records on Volgistics and calculate monthly volunteer hours.
- Act as volunteer liaison for any problems or issues that may arise.
- Assist in the planning and implementation of store promotional events and sales.
- Responsible for the general upkeep and appearance of the store; Report any problems, accidents, unsafe conditions or equipment trouble to the Thrift Store Manager and work collaboratively to resolve issues.
- Demonstrate creative thinking and ability to make both independent and collaborative decisions; show initiative, demonstrates a positive attitude to changes, suggestions, and feedback.
- Communicate effectively with customers, donors, volunteers and staff; Resolve complaints and forward unresolved complaints to the Store Manager.
- Demonstrate an understanding and commitment to the success of BRHS and its mission and able to explain it accurately and with enthusiasm to donors, customers and volunteers.
- Perform other duties as assigned.
- Other duties as assigned.

Work is evaluated by periodic checks for overall effectiveness and results achieved. Written evaluations are done at the end of the initial probationary and annually thereafter on the anniversary date. Operational guidelines are set forth by the Executive Director and presented in the Employee Handbook.

QUALIFICATIONS:

- BS/BA degree or equivalent in relevant experience.
- Previous experience with volunteers.
- Point of sale and cash handling experience.
- Experience with all Microsoft Office programs.
- Self-starter, initiating activities within the framework provided/developed with minimal supervision.
- Proven experience working with the public, developing and maintaining excellent relationships to support goals and mission of BRHS.
- The ability to communicate sensitively and respectfully with a diverse group of individuals, as well as staff.
- Excellent oral, written, and organizational skills with attention to detail.
- Excellent problem solving and mediation skills.
- Ability to accommodate a flexible schedule.
- Ability and desire to work in a fast paced, changing environment.
- Ability to lift 50 pounds.
- Must love animals AND people!

Certificates, Licenses & Registrations:

Must be willing to give permission for a background check and a DMV report. Must possess a valid unrestricted driver's license with a driving record acceptable by Blue Ridge Humane Society's insurance carrier. May be asked to submit to drug testing during employment.

Blue Ridge Humane Society provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Blue Ridge Humane Society complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

On this date, I have received the above BRHS job position description. I have reviewed it and understand my responsibilities.

Employee Printed Name

Employee Signature Date