



....*Hope* happens here

Serving Northern New Mexico Since 1978

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[www.TaosCAV.org](http://www.TaosCAV.org)

## COMMUNITY AGAINST VIOLENCE

### JOB DESCRIPTION

Rev. 8.25

**Job Title:** Assistant Thrift Store Manager

**Location:** Taos, NM

**Employment Type:** Full-Time (40 hours/week, including weekends)

**Pay Range:** \$18–\$22/hour + Benefits

**Minimum Age:** 18+

**Pre-Employment Requirements:** Criminal background check and drug screening

### About Us

Community Against Violence (CAV) is a nonprofit organization committed to building a community free from domestic and sexual violence. We provide advocacy, counseling, shelter, and outreach programs to support survivors and promote prevention.

Our Thrift Store plays a vital role in this mission by offering donated goods to clients and generating revenue to fund our services.

### Position Overview

We're seeking a compassionate and organized Assistant Manager to help lead our Thrift Store operations. This role supports the Store Manager in supervising staff and volunteers, managing donations, maintaining store appearance, and ensuring excellent customer service.

### Key Responsibilities

#### Store Operations & Supervision

- Assist the Manager in daily operations and serve as shift supervisor in their absence.
- Communicate updates from the Manager and CAV Admin team to staff and volunteers.
- Provide direction and support to staff and volunteers.
- Report concerns or needs to the Manager.

#### Sales & Revenue Growth

- Support efforts to increase store income through promotions, advertising, and coupon tracking.
- Assist with end-of-day reconciliation and deposits.
- Send daily financial reports to Finance when directed.
- Participate in rotating end-of-day deposit duties.

#### Customer Service & Safety

- Model and teach de-escalation techniques.
- Address customer concerns and manage hostile situations, including contacting law enforcement when necessary.
- Maintain a clean, organized, and welcoming store environment.

**Staff & Volunteer Support**

- Assist with recruitment, training, and supervision of staff and volunteers.
- Provide recognition, guidance, and leadership development.
- Foster open communication and a supportive work environment.

**Facility & Equipment Maintenance**

- Collaborate with the Manager on building and property maintenance.
- Troubleshoot and resolve issues with equipment (e.g., cash register, alarm system).

**Community Engagement & Representation**

- Represent CAV and the Thrift Store professionally in public and media interactions.
- Participate in fundraising and community events.
- Attend staff and supervisory meetings.

**Merchandising & Inventory**

- Accept, sort, price, and display donations.
- Occasionally assist with donation pickups (e.g., furniture, appliances).
- Stay informed on merchandising trends and display techniques.

**Other Duties**

- Maintain confidentiality in accordance with CAV policies.
- Participate in volunteer and staff training.
- Perform other duties as assigned by the Manager or Executive Director.

**Qualifications**

- High School Diploma or GED
- Minimum 2 years of retail experience
- Minimum 1 years of supervisory experience
- Ability to lift up to 50 lbs
- Valid driver's license
- Must pass a criminal background check and drug screening

**How to Apply**

Submit your resume and a brief cover letter to [CAVJobs@taoscav.org](mailto:CAVJobs@taoscav.org) and complete CAV Application found at [taoscav.org/job-listings](http://taoscav.org/job-listings). Applications will be reviewed on a rolling basis.

**Equal Opportunity Statement**

CAV is an Equal Opportunity Employer. We welcome applicants regardless of sex, sexual orientation, race, religion, disability, age, ancestry, gender identity, or national origin. We do not tolerate retaliation against employees or clients who raise concerns or file complaints.