

**COMMUNITY AGAINST VIOLENCE**  
**JOB DESCRIPTION**  
Rev. 2.25

**JOB TITLE:** Thrift Store Assistant Manager  
**REPORTS TO:** Thrift Store Manager  
**HOURS:** 40 Hours per week, includes weekends  
**SALARY:** \$19-\$23/Hr. + Benefits, Non-Exempt

**CAV is a Drug Free Workplace**

**CAV THRIFT STORE MISSION:** After providing necessary goods to clients, the Thrift Store sells donated items from the community to provide a consistent funding stream for the programs, and services that help survivors of domestic and sexual violence heal and thrive.

**SCOPE OF POSITION:** Responsible for all sales activities from greeting customers, answering questions and helping them select merchandise. Accepting and sorting through all donations, separating merchandise that can be made available to customers. Display and price all merchandise to be sold and handling sales at cash register. Always striving to increase income of the store.

**PRIMARY RESPONSIBILITIES:**

1. Responsible for assisting the manager in the smooth and efficient operation of the Thrift Store.
2. Serve as shift supervisor when the manager is not on duty.
  - a. Relay necessary information to staff and volunteer from the Manager and CAV Admin team.
  - b. Provide direction and instruction to staff and volunteers as directed by the Thrift Store Manager or Executive Director.
  - c. Report back to the Manager regarding any needs or concerns upon Manager's return.
3. Work on supporting the Manger in increasing the income for the Thrift Store. Support the Manager in tracking the effectiveness of discount coupons, advertising, and other special efforts.
4. Support the recruitment, orientation, training, and supervision of employees and volunteers in collaboration with HR/Operations.
5. Assist in the Review of end-of-day reconciliation and deposit documentations.
  - a. Find and review discrepancies of reconciliations when manager is not present.
6. Send the daily reconciliations to Finance for both shifts, when directed by the Manager.
7. Ensure (including taking part in the rotation) of making end of day deposits to the night drop deposit box at designated location.
8. Keep abreast of best practices in de-escalation techniques and model them for other employees and volunteers.
9. Take an active role in problem-solving and implementing solutions as needed for facility, grounds, and equipment (including the cash register and store alarm system) and train other employees to do so.
10. Assist with customer issues or irate customers, take necessary actions with law enforcement when customers become aggressive and hostile.

**Networking**

11. Represent the agency and CAV Thrift Store in a Professional capacity (and follow CAV's Media/News Reporter Process.)

12. Be an activist in searching out positive, constructive solutions to problems occurring at Thrift Store with the Manager
13. Work in collaboration with Thrift Store Manager on store building and property maintenance issues.

### **Support**

14. Provide for and facilitate ongoing communication to ensure current information on agency events, policy changes, employees' vacation schedules, thrift store needs, challenges, and successes, and serve as a liaison and support person between the thrift store employees and administrative and program employees of CAV.
15. Provide adequate employee recognition and support.
16. Provide guidance and expertise, when needed in working with customers, donors, and other public members while encouraging staff development and leadership in these areas.
17. Assist employees to follow appropriate communication channels and to work through any personal problems that may occur with them. (Build a safety net where employees can discuss problems in a positive and productive manner.)

### **Miscellaneous**

18. Participate in and ensure the gracious accepting of gently used and new donations, sort through, separating, price, display, and sales of items.
19. Maintain an efficient and proactive accepting, sorting, pricing, disposal, and sale process. (Changes in existing process must – initially – be discussed with the Thrift Store Manager and Executive Director and approved ahead of time.)
20. Participate and ensure the maintenance of the store so that it is consistently neat, clean, attractive, and well organized.
21. Keep abreast of new and innovative merchandising and display ideas.
22. Use excellent communication and customer service skills.
23. Attending monthly staff meetings.
24. Engage in Situational Supervision, and attend supervisory meetings as requested.
25. Actively participate in other fundraising and public events for CAV.
26. Participating in volunteer and other CAV training.
27. Abide by confidentiality required by CAV.
28. Other responsibilities as assigned by Thrift Store Manager and/or Executive Director.

### **MINIMUM QUALIFICATIONS**

High School Diploma/GED plus two (2) years relevant experience in retail. Must have forty. Must be able to lift 50lbs. Must have a valid Driver's license. (2) years supervision experience.

CAV is an Equal Opportunity Employer. This means that all persons are eligible to be employed, promoted, or discharged, without regard to their sex, sexual orientation, race, religion, disability, age, ancestry, serious medical condition, gender identity, or national origin. CAV does not tolerate retaliation against any employee or client who filed grievance, made a complaint, or questioned the handling of a discrimination charge.