



Job Description

Job Title: Thrift Store Manager
Department: Thrift Store
Reports To: Executive Director
FLSA Status: Hourly
Updated: January 1, 2022

General description of work:

The Thrift Store Manager is responsible for the oversight of all aspects of the Thrift Store's day-to-day operations. Working in a team environment, leads the Thrift Store staff team to develop, modify, plan, implement, evaluate, and document its operations and procedures, and to integrate the vision, culture, and core values of the Long Beach Rescue Mission into the Thrift Store Team.

Essential Functions:

- Develops marketing strategies for Thrift Store.
- Oversees and maintains courteous, high quality customer service toward customers, Mission program participants, and Mission staff.
- Operates day-to-day store operations and acts accordingly within ministry plans and budget limitations.
- Oversees and enables the staff to maintain cleanliness of store, including organization of storage rooms and parking areas surrounding the store.
- Encourages staff to further develop retail skill set by providing regular "coaching", evaluations, and additional training as needed.
- Conducts ongoing evaluation of effectiveness of store staff and performs written performance evaluations periodically. Documents staff corrective action plans and employee discipline in collaboration with Human Resources and/or Executive Director.
- Conducts ongoing evaluation of efficiency and effectiveness of all Thrift Store staff activities.
- Researches and solicits new sources of quality in-kind donations for store.
- Finds outlets for bulk sale of excess inventory.
- Regularly determines opportunities for volunteerism in the store and apprises Volunteer Coordinator of volunteer opportunities in the Thrift Store.
- Inspects interior and exterior of Thrift Store property daily to ensure cleanliness; maintains readiness and availability of equipment and supplies, procures supplies as needed.
- Knows emergency procedures and trains employees in procedures such as fire drills, a store robbery, etc.
- Ensures that excess cash and/or large denomination bills are deposited in the safe and not kept in the cash register.
- Manages mission policies, procedures, and facility needs; provides suggestions regarding procedures, rules, and policy changes.
- Is accountable to Business Manager for accuracy of sales revenue reported and funds to be deposited.
- Other duties as assigned

Knowledge, Skills, and Abilities Required:

- Must be skilled in arranging appealing, effective store displays to promote sales.
- Must be able to distinguish between saleable and non-saleable donations to the store.
- Must be able to use a cash register and follow accounting procedures accurately.
- Must have excellent planning and organizational skills.
- Must be able to establish and maintain positive, effective working relationships with in-kind donors and solicits new sources of premium donations.
- Must have ability to make budget recommendations and operate within established annual budgetary goals.
- Must be skilled in and comfortable working in, a collaborative team-leadership environment.
- Must have ability to anticipate and assess the needs of current and prospective case management guests.

- Must possess good verbal and written communication skills including excellent ability to articulate program, vision and purpose of ministry across church and secular groups.
- Must have ability to effectively handle multiple tasks as assigned
- Must be able to create and maintain store procedure manual.
- Bilingual Spanish a plus
- Valid Driver's License required, clean DMV record

Personal Attributes and Values:

- Have a personal relationship with the Lord Jesus Christ and a deep desire to serve Him
- Be a consistent witness for Jesus Christ
- Exhibits spiritual maturity as defined by evangelical biblical standards
- Has a heart of compassion and caring toward the homeless and hurting, and is passionate about ministering life transformation in a multi-ethnic urban ministry setting
- Demonstrates a courteous and Christ-like manner with internal and external partners
- Possesses and demonstrates excellent integrity

In any position with the Long Beach Rescue Mission, it is impossible to predict the many requests and assignments that can and will be made on an employee. This is the case with this position. Flexibility and a cooperate spirit are crucial characteristics of the person who holds this important position and for the successful operation of the Long Beach Rescue Mission services.

Education and/or Certification: Minimum Bachelor's degree in related field.

Supervisory Responsibilities and Relationships: Oversees and evaluates Thrift Store staff. Works with New Life Program members as they perform work therapy assignments in the store. Helps program participants develop life skills such as responsibility, punctuality, and reliability. Also helps participants build confidence and gain stability through practical work experience.

Works closely with Program Coordinators on day-to-day basis; often works with Volunteer Coordinator and Senior Leadership staff as well.

Requirement: Long Beach Rescue Mission is a 501(c)(3) non profit, evangelical Christian Ministry; as such employees must share the Mission's Statement of Faith and Lifestyle, and adhere to the Mission's employee policy manual and guidelines set forth by the Executive Director. **This position requires a Conflict of Interest Statement.**

Interested candidates should submit their resumes to:
Cindy Pena, Office & HR Administrator
cpena@lbrm.org