

**Crisis Center for South Suburbia  
Position Description**

**Job Title:** Assistant Manager  
**Program:** Neat Repeats Resale Stores  
**Reports to:** Store Manager  
**Schedule:** Two Week Nights/Days (11-12 Hours), One Week Day (8 Hours)  
and One Weekend Day (5-8 Hours) or as needed for store coverage  
**Classification:** Part-time; non-exempt  
**Grade:** 2  
**Holiday Schedule:** Neat Repeats  
**WFH Status:** E

**SUMMARY:** The Assistant Store Manager assists the Store Manager in supervising the store's volunteer staff and overall operations. They work with the Store Manager to determine and delegate tasks to store employees and implement agency initiatives from upper management. They also collaborate with the Store Manager and Neat Repeats teams to provide a welcoming, positive and efficient experience to customers.

**JOB SPECIFIC DUTIES AND RESPONSIBILITIES:**

- Communicate with Store Manager on daily tasks, projects and store sales goals
- Assist with verification of cash drawer(s) and accuracy of reporting sheets
- Maintain cash bank of \$100
- Responsible for daily bank deposits
- Record daily sales
- Assist in seasonally merchandising the store
- Maintain store and volunteer area cleanliness
- Maintain an organized and efficient sorting and stock room
- Report necessary store repairs to Store Manager
- Process donations in a timely manner
- Research items to obtain the best price
- Monitor daily volunteer pricing

**Supervising**

- Coordinate Volunteer schedules to adequately staff volunteer shifts
- Provide training to store volunteers in all aspects of store duties and tasks following NR Volunteer checklists
- Train volunteers to recognize valuable items i.e. antiques, art objects, jewelry, furs, to be priced by Store Manager
- Assist in the supervision of store volunteers and community service volunteers.
- Responsible for volunteer adherence to Neat Repeats Resale established policy and procedures
- Meet monthly with volunteers to maintain ongoing communication
- Motivate and promote volunteer participation in ongoing trainings and agency events

### **Organizational/Administrative responsibilities**

- Attend monthly meetings held by the Director of Store Operations
- Maintain excellent customer service to donors and customers
- Required to attend store wide sales
- Responsible to help increase store profits
- Provide a daily shift report to supervisor
- Other duties as assigned

### **KEY PERFORMANCE INDICATORS**

KPI	EVIDENCE
Effectively keep scheduled shift appropriately staffed with attention to daily coverage and planned sales	Store adequately staffed on a regular basis
Maintain accurate sales records during scheduled shifts	Error free daily paperwork and deposit accuracy
Supervise and enhance volunteer experience while maintaining stores productivity	Volunteer retention and store sales
Ensure stores policies on pricing and donation management are adhered to	Regular communication with Store and Regional Manager, and Director

### **POSITION REQUIREMENTS**

<b><u>Education/Certification</u></b>	<b><u>Required</u></b>	<b><u>Preferred</u></b>
Valid Drivers License	X	
High School diploma or equivalent (G.E.D.)	X	
Clerical and Mathematical skills	X	
40 hour trained, experience working with DV victims		X
Pass Criminal Background Check	X	
<b><u>Experience</u></b>	<b><u>Required</u></b>	<b><u>Preferred</u></b>
1 - 3 year retail management experience	X	
3 – 5 year customer service experience	X	
Experience with volunteer management		X
Knowledge or Interest in resale trends	X	
Basic computer skills and experience with programs such as Word, Excel and Outlook	X	

**ESSENTIAL JOB FUNCTIONS**

This table directly refers to the frequency of which your job requires you to do on a daily basis. Note: These duties are site specific.

Office Equipment	Rarely (R)	Occasionally (O)	Frequently (F)
Telephone		X	
Computer			X
Fax Machine	X		
Copier		X	

Working Conditions	Rarely (R)	Occasionally (O)	Frequently (F)
Indoor			X
Outdoor			X
Loud Noises	X		
Fumes	X		

Physical Demands	Rarely (R)	Occasionally (O)	Frequently (F)
Standing			X
Sitting		X	
Lifting (Max 30 pounds)			X
Carrying			X
Walking			X
Driving	X		

Mental Demands	Rarely (R)	Occasionally (O)	Frequently (F)
Problem Solving			X
Make Decisions			X
Supervise			X
Interpret Data		X	
Organize			X
Read/Write			X

I have read and accept the physical and mental demands of my job and I am aware these demands are subject to change with or without notice.

\_\_\_\_\_  
Employee Signature Date

\_\_\_\_\_  
Program Director Signature Date

\_\_\_\_\_  
Director of Human Resource Signature Date