



## Job Description: Assistant General Manager

Reports to: General Manager

### **Candidate Profile:**

1. Understand and promote the mission of Country Gift & Thrift Shoppe and MCC.
2. Demonstrate skills in successfully leading, training, and managing people.
3. Establish and maintain effective working relationships with employees.
4. Engage with members of the board, employees, and volunteers in a team mindset.
5. Be self-motivated, dynamic, engaging, and have an energetic personality.
6. Be highly relational and engaging to the community and our customers.
7. Possess strong communication skills.

### **Qualifications:**

1. Ability to communicate and report to the General Manager.
2. Ability to clearly communicate the needs and/or problems of the store to the Manager.
3. Ability to train new staff on the policies of Country Gift and Thrift.
4. Ability to arrange store layout.
5. Strong interpersonal skills.
6. Enjoy meeting the public and interacting with customers.
7. Strong computer skills, especially in Microsoft Word and Excel – *Preferred*
8. Managerial experience in retail sales – *Preferred*

### **Responsibilities:**

1. Take direction from and report to the General Manager.
2. Assist in creating and maintaining a safe and enjoyable working environment.
3. Attend weekly meeting with General Manager to discuss new store polices, promotions, schedules, inventory, etc.
4. Delegate daily routine duties to employees and volunteers.
5. Delegate and supervise cleaning and organizing of store.
6. Oversee opening of store as needed, referring to the opening checklist.
7. Oversee closing of store on a regular basis, referring to the closing checklist.
8. Manage, open & record all incoming mail, as well as sending any outgoing mail.
9. Recruitment and orientation of new volunteers as needed.
10. Training of new volunteers and employees in standard operating procedure & job responsibilities.
11. Assist General Manager in hiring/interviewing of paid employees as needed.
12. Maintain high quality standards for the store.
13. Maintain standards of inventory turnover.
14. Assist with scheduling of volunteers and/or employees.
15. Assist in overseeing building & ground maintenance, including safety of parking lot and sidewalks/porch in winter months.

## **Duties:**

### General Duties

- Help to oversee all operations of the store and donations center.
- Delegate responsibility where deemed necessary.
- Be flexible with responsibilities and willing to fill positions as needed.
- Cashier as needed.
- Change displays and shelves as necessary to decorate the store.
- Track inventory of shoppe supplies and place orders as needed.
- Attend staff meetings and team leader meetings to communicate goals of the shop.
- Assist with updating policy and procedure documents as needed.

### Staff & Volunteer Management

- Help General Manager to organize special events including volunteer appreciation banquets.
- Prepare staff and volunteer birthday cards monthly, as well as gift certificates.
- Update and maintain the staff & volunteer contact list. Distribute new copies to team leaders as needed.

### Marketing/Advertising

- Change the outside advertising sign as needed.
- Advertise special sale promotions, including but not limited to:
  - Designing in-store posters and signs for upcoming/current sales & events.
  - Designing bag stuffers for upcoming events as needed.
  - Designing coupons as needed.
  - Advertising on social media for upcoming events.
  - Creating and sending email campaigns regularly to advertise sales and events.
- Regularly update and maintain the website with upcoming events, job openings, etc.

### Money Management

- Prepare reconciliations from the cash registers each day.
- Regularly check the petty cash balance and replenish cash as needed.
- Prepare and deposit cash and checks into the bank account as needed.
- Check department salvage cash boxes regularly and prepare deposits for each.
- Track and record all deposits from the salvage categories.

### Store Maintenance

- Delegate daily cleaning of store which includes but is not limited to:
  - Regularly dusting displays, racks, and shelves
  - Cleaning glass cabinets as needed
  - Sweeping/shoveling porch and sidewalks as needed
  - Vacuuming
  - Keeping the sales floor tidy and walkways clear
  - Keeping restrooms clean
  - Window washing
  - Keeping break area clean
  - Organizing various displays as needed

**Working Hours:**

**Minimum:** 3-4 days per week, 8 hours/day to start

**Maximum:** 40 hours/week

**Fully Trained:** Full Time Position

7 paid holidays (New Year’s Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day & Christmas Day)

**Paid Time Off (PTO) shall be as follows:**

After 6 months of service = 26 hours

After 1 year of service = 56 hours ( that would be 40 hours plus 2 days for sick, personal)

After 2 years of service = 96 hours ( again the 2 days on top of 2 weeks)

After 5 years of service = 136 hours ( again the 2 days on top of 3 weeks)

Vacation time resets every year with no rollover.

No Health Insurance &/or Profit Sharing

**Saturday work:** As needed & in rotation of approximately every 8 weeks

Must give 2 weeks notice to General Manager for schedule changes/requests.

Cannot request off for Christmas Open House Event and Black Friday

*By signing below, I have been offered this position and acknowledge that I have read, understand, and agree to carry out the above responsibilities and duties to the best of my ability.*

Print Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_