

**Job Title:** Thrift Store Coordinator  
**Accountability:** Marketing and Development Coordinator  
**Status:** Part-time (4 days a week)

**Overview:** Responsible for all aspects of Circle of Hope's two Thrift Stores.

**Duties:**

General

- Ensure adherence to policies and guidelines within the Thrift Store Procedures Manual.
- Manage the daily operations of the store, including opening and closing processes, and supervising all staff and volunteers.
- Oversee the processing, pricing and merchandising of incoming donations.
- Supervision of staff including all volunteers.
- Monitor the movement and handling of donated goods so as to discourage theft.
- Serve as a communication liaison between store, volunteers, and agency administration.
- Operate cash register and handle directly, or by delegation, all incoming donations. Maintain the cash register balance and funds taken in on a daily basis, performing general bookkeeping tasks, including daily deposits.
- Recommend improvements to ensure a working environment conducive to the high sales volume.
- Monitor and control all store operating expenses.
- Ensure all donations are accounted for through donor tax receipts, sorting, pricing and sale of items.
- Work in conjunction with agency administration to ensure the store budgets are followed and updated on a quarterly basis. Ensure all budgeted items purchased are accounted for and documented with a receipt.
- Build awareness for Circle of Hope and positive relationships with customers, businesses, and organizations within the community.

Facility Management

- Maintain a neat, clean and organized store.
- Ensure the cleanliness and safety of the store property.
- Ensure all regulatory codes are met and maintained.
- Follow all guidelines set by lease/property owners.

Public Relations

- Responsible for ensuring attractiveness of the store, rotating decoration of windows and doors, set-up of departments within the store, roadside advertising, etc.
- Set example in customer service for employees/volunteers, welcoming and responding to customers in a courteous and helpful manner.
- Ensure customer concerns are addressed in a timely and professional manner.
- Work directly with other helping agencies in COH service area to fulfill community and individual family needs through donation voucher or sale of items through the store.
- Maintain positive and cooperative working relationships with other agencies, staff, Board, volunteers, store patrons and the community at large, recognizing that word of mouth will be one of the best advertisements for the store.

### Volunteer Management

- Recruit, train and supervise volunteers for all aspects of the thrift store.
- Work in coordination with Circle of Hope Volunteer Coordinator to plan and implement volunteer appreciation strategies including but not limited to; annual events, and ongoing meetings and recognition, etc.
- Work in coordination with Circle of Hope Volunteer Coordinator to maintain volunteer records which shall include a background check for volunteers who work the cash register, waiver of liability, acknowledgment of store policies and procedures as well as volunteer ethics, volunteer time sheets, agency confidentiality policy, record of training completed and other forms as required by Circle of Hope.

### Preferred Qualifications/Expectations

- High School diploma or equivalent, Associates is preferred.
- Three years management experience, preferably in retail operations.
- Two years of experience managing staff or volunteers, preferably in a non-profit environment.
- Requires critical thinking skills, decisive judgement and the ability to work with minimal supervision.
- Demonstrated ability in team building. Possess proficient organizational and communications skills. Proficiency in Microsoft Office.