



## CHARLOTTESVILLE-ALBEMARLE SPCA JOB DESCRIPTION

**Position:** Rummage Store Manager

**Job Status:** Exempt

**Reports to:** Director of Operations

**Revision Date:** 1/10/2018

**Schedule:** Full-time, including weekends and holidays

### **Summary:**

This position is responsible for the successful operation of the Rummage Store by leading a strong employee team with confidence and positivity, successfully integrating volunteer support of operations, offering quality retail merchandise, and achieving sales goals.

### **Essential Duties and Functions:**

#### *Store Management & Merchandising*

- Develops, in conjunction with the Director of Operations, an annual business and marketing plan.
- Maintains daily operations by administering operational and personnel policies set forth by the CASPCA.
- Sets and communicates standards for store operations including but not limited to opening and closing duties, procedures for accepting, sorting, pricing, merchandising and disposal of donations, security procedures for staff and volunteers, handling of cash etc.
- Oversees timely processing, pricing and display of merchandise inside the store to enhance the appearance and appeal of the store.
- Promotes/demands positive internal and external communications and cultivates positive customer relations centric culture at all times, ensuring excellent customer satisfaction and retention.
- Analyzes daily sales and current inventory to execute data driven strategies on in-store promotions, sales events, merchandise sourcing, and display of merchandise.
- Prices inventory to simultaneously ensure a quick turnover of merchandise and to positively impact and surpass monthly revenue goals.
- Determines allocation of space based on profit per square foot.
- Coordinates and manages Facebook and other social media for the store, and marketing and sales promotions in conjunction with the Marketing Manager.
- Manages store improvements and maintenance and troubleshoot facility or technology issues.
- Assures compliance with all lease and legal requirements including proper business licenses.
- Ensures the store and grounds, loading dock and receiving areas are safe, clean and orderly.
- Has a strong existing understanding of thrift and retail store trends, and continually increases knowledge through networking, research and training.

### *Staff and Volunteer Leadership*

- Determines staffing needs; hires, trains, and develops a customer-service focused team of staff
- Prepares schedules and assignments to ensure proper functioning of the store.
- Conducts regular staff and volunteer meetings to inform of trends and store improvements.
- Conducts employee evaluations, staff development, corrective action and, (in concert with the Director of Operations) termination of employees as necessary.
- Trains and manages volunteers in conjunction with the Volunteer Coordinator.

### *Administration*

- Supports bi-weekly payroll through time clock management, overtime oversight, PTO reporting etc.
- Provides monthly reports to leadership.
- Oversees register reconciliations and makes deposits per the CASPCA policies.
- Processes and responds to email, phone messages and other correspondence in a timely manner
- Performs inspections to ensure safety/cleanliness of the work environment is maintained at all times.
- Liaises with other department leads respectfully and effectively in order to improve Rummage operations and knowledge.
- Works cooperatively with all customers, employees, volunteers and vendors.
- Cultivates positive internal and external customer relations through professional, courteous, and educational interactions while actively promoting our mission, services, programs and events.
- Ensures the availability of necessary resources and tools, and maintains both an organized and strategically arranged work space.
- Ensures a safe work environment; follows all safety guidelines and models safe work practices.
- Ensures that all VDACS animal facility regulations are followed.
- Remains positive and mission focused while under stress.
- Performs other duties as assigned.

### **Physical Requirements and Work Environment**

- Must be able to lift and transport materials weighing up to 50 pounds.
- Must have a high level of manual dexterity.
- Must be able to repeatedly bend and squat.
- Must be able to stand for significant period of time.
- Will have exposure to disinfectant solutions.
- Must be available to work weekends and holidays on a regular basis.
- Must be able to work with animals.

### **Skills/Qualifications:**

- College degree or equivalent preferred.
- A minimum of 3 years of experience in retail management required.
- Management experience preferred
- Volunteer management experience preferred
- Excellent communications, public relations, supervisory and written skills
- Shows maturity, good judgement, and performs duties in a professional manner.
- Demonstrated capability to be a self-starter, facilitator, organizer and innovator.
- Ability to work independently, and plan and implement projects with little supervision.
- Experience with MS Office, and ability to adapt to new software and systems.
- Valid Virginia Driver's License in good standing.