

## BAY AREA TURNING POINT, INC. - JOB DESCRIPTION

**PROGRAM:** Administration  
**REPORTS TO:** CFO

**TITLE:** Resale Shop Manager  
**FLSA Status:** Non-Exempt

**HOURS: 40 Hrs. Weekly** *Hours may be flexible as necessary to achieve program objectives, tasks, activities, responsibilities and to effectively document outcome measures and variances.*

**SUMMARY DESCRIPTION OF POSITION:** Oversee and coordinate the on-going operation of the agency's Resale Shop to include facilities, maintenance, budget compliance, donor/customer/client relations, shop appearance, merchandise display and pricing, sales volume to achieve targeted gross sales, special projects, employees and volunteers training and performance and marketing for the shops.

### **ESSENTIAL FUNCTIONS:**

- Management of all aspects of the agency's Resale Shop (personnel & operations) as listed above and that are applicable.
- Management of Budgets and deposits of daily cash receipts
- Ensure sales goals are met.
- Ensure employees and volunteers are well trained and comply with shop procedures and compliment the goals and philosophies established by the organization.
- Ensure effective coverage of Agency shops.
- Implement marketing and PR for the shops.

### **RESPONSIBILITIES:**

- Provide comprehensive training to employees and volunteers; conduct performance evaluations.
- Maintain effective Agency/shop policies & procedures and ensure compliance with same.
- Oversee maintenance, cleanliness and repairs of the shop in compliance with the budgets.
- Responsible for making monthly sales goals and operating the store within the approved budget.
- Implement activities to represent the agency and the shop in the community. Solicit merchandise for shops and increase customer/donor base by marketing the shops;
- Maintain volunteer service time; submit report to the Volunteer Services Program Assistant by established date.
- Model positive customer and community relations to shop volunteers and staff to include maintaining a friendly, "welcoming" shop environment.
- Make recommendations/suggestions for improvements/efficiencies and increased revenue.
- Maintain safety/fire department regulations in the shop.
- Network with other stores and organizations; be aware of competition practices and pricing.
- Establish the annual goals of the shop and review with the CFO and shop employees and volunteers.
- Schedule staff and volunteer meetings as requested
- Attend and actively participate in agency staff meeting, trainings and special events.
- Maintain knowledge of overall agency objectives, activities and client services.
- Communicate shop status to the CFO regarding progress, problems, activities, emergencies weekly. Provide a written monthly report by the 5<sup>th</sup> of each month.
- Serve as the first step in resolving grievances presented by shop staff and volunteers. Involve the CFO as appropriate
- Oversee necessary decisions concerning shop and staff/client/volunteer needs

**REQUIRED SKILLS & QUALIFICATIONS:**

- A minimum of 3-years retail experience.
- Previous experience in supervising personnel.
- Able to organize and prioritize multiple and changing work load with an attention to detail.
- Knowledge of the retail and/or resale shop business
- Able to communicate openly and clearly, both orally and in writing, modeling leadership and team work; make logical decisions that are reflective of the philosophy, mission and management style of the agency and that benefit the shop and/or the agency as a whole
- Possess sensitivity to clients and volunteers and understand the agency's position within the community and with related social service providers
- Ability to lift/carry/move a minimum of 40 lbs. for an extended distance
- Must have a clean driving record and be insurable

**By signing below, I verify that I have read, understand and received a copy of the job description for the position of Resale Shop Manager and agree that these are the elements, tasks, responsibilities and expectations of this position with Bay Area Turning Point, Inc. I understand that ADHERENCE TO THE AGENCY'S POLICIES AND PROCEDURES IS A MANDATORY COMPONENT of this job description. THIS JOB DESCRIPTION IS NOT ALL INCLUSIVE AND THE AGENCY RESERVES THE RIGHT TO CHANGE IT WITHOUT NOTICE. Changes in the job description do not necessarily indicate a change in hours, title and, or rate of pay.**

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**Signature of Employee**

\_\_\_\_\_  
**Date**

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**Sgnature of Supervisor**

\_\_\_\_\_  
**Date**