

**QUIGLEY HOUSE, INC.**  
**JOB DESCRIPTION**

- JOB TITLE:** Thrift Store Manager
- SUPERVISOR:** Chief Executive Officer
- QUALIFICATIONS:** High School Diploma or equivalent. Must demonstrate ability to communicate effectively (verbal and written). Associates Degree or equivalent work experience in related field preferred.
- Minimum of 12 months in a retail environment, managing cash drawer with balancing accuracy, proficient in record keeping and documentation, proven experience in community outreach.
- Must be motivated and sales oriented to market merchandise for a profitable and successful business outcome. Must have the ability to work under pressure, solve employment and volunteer issues, and be creative in marketing inventory. Must be organized to assure store is adequately staffed, inventory is properly displayed, and procedures are in place to receive donations efficiently and management of cash receipts are handled in an accurate and responsible manner. Must have the ability to lift at least 25 lbs. and move furniture and inventory as needed.
- JOB SUMMARY:** Manage all aspects of thrift store operations. Activities include but are not limited to: inventory management, floor sales, and solicitation of donations, store maintenance and cleaning, financial reporting.

**DUTIES AND RESPONSIBILITIES:**

1. Manage thrift store operations. Responsibilities include:
  - Assure that customer service is a top priority.
  - Ensuring that the store is open according to designated hours of operation.
  - Gratefully acknowledging donations received.
  - Remaining attentive and courteous to all customers.
  - Maintaining sufficient store inventory through solicitation of donations.
  - Maintaining a record of inventory, donations, and disposition of donations.
  - Keeping accurate financial records of sales, operational costs, and sales tax collected.

- Ensuring complete staff or volunteer coverage of the thrift store during hours of operation.
- Maintaining cleanliness and attractiveness of the thrift store.
- Maintain thrift store vehicles.
- Accepting donations of goods for sale, pricing these items based on condition, demand and need.
- Making minor repairs of donations of goods for sale.
- Purchasing needed supplies within budgetary guidelines and Quigley House purchasing procedures.

## 2. Communication Skills

- Demonstrates interpersonal understanding and utilizes effective communication skills.
- Considers effects of words and actions on others.
- Maintains composure and emotions when faced with opposition/pressure.
- Utilizes listening skills that indicate understanding and promotes accurate interpretation of others' concerns, motivations, and feelings.
- Follows appropriate phone etiquette.
- Develops cooperative and collaborative work environment that is beneficial to all parties.

## 3. Organizational Awareness and Commitment

- Presents self, ready for work at the scheduled time and follows work schedule as established.
- Follows company policies and procedures and adheres to the agencies Employee Handbook or other verbal policies as established.
- Is efficient and effectively uses time and supplies.

## 4. Other duties as assigned by the CEO.

**This position must be able to lift 25 pounds minimum.**

*In addition to the above responsibilities all employees of Quigley House:*

**Must demonstrate respect for the dignity and equality of all people.**

**Maintain standards of confidentiality in accordance with Quigley House Policies.**

**Display a commitment to the mission of the agency and adhere to all policies and procedures.**

**Staff must present a positive public image of the program through a high level of professionalism.**

**Have the ability to travel, work flexible hours and to maintain a positive leadership role.**

**I have read and understand the duties and responsibilities expected as Thrift Store Manager.**

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Staff Signature

Date

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CEO Signature

Date