



**Thrift Store Assistant Manager
Full-Time Position**

Organization:	Maggie's Place
Job Title:	Thrift Store Assistant Manager
Department:	Maggie's Thrift
Reports To:	Thrift Store Manager / Workforce Development Director
Location:	1517 E McDowell Road, Phoenix, AZ 85006

Position Description

Job Purpose:

The Thrift Store Assistant Manager's responsibilities will include, but are not limited to, assisting the Thrift Store Manager in the daily operations of our store. This position will assist in ensuring smooth running of operations and coordination of staff, schedules and donations. The Assistant Manager will also work alongside the Workforce Development Director to train and develop trainees in the Retail Internship position. The goal is to manage our store in ways that boost community awareness of Thrift thereby increasing donations, revenues and business. As the Assistant Manager, you will have the opportunity to work alongside Maggie's Place Moms in an environment that enhances their employability skills.

Responsibilities:

- Assist Store Manager in allocating responsibilities to staff and volunteers by utilizing tools such as Daily/Weekly Checklists
- Handle donations and interact with donors at time of delivery to build relationships with our donors
- Report to Store Manager if/when store supplies need to be ordered
- Sort donations and train employees on [sorting protocols](#)
- Price merchandise and train employees to utilize [pricing guidelines](#) as well as research techniques
- Work the register as needed to assist with customers setting a strong example for trainees
- Manage customer complaints to maintain store's reputation
- Assist with setting in-store promotional events or displays
- Assist in marketing our store through social media outlets
- Open and close the store - operations to include, but not limited to, [managing the register](#), completing daily sales reports, [making sure the sorting area is cleaned](#), and building is secured.
- Maintain volunteer relationships as well as encourage volunteer enrollment.
- Ensure volunteers have clocked in and out for their shifts
- Follow the workforce development program to train and develop trainees in retail operations
- Assist Maggie's Place homes by fulfilling requests list in a timely manner

Requirements:

- Outstanding communication and interpersonal abilities
- Excellent organization and leadership skills
- Problem solving and conflict resolution
- Self motivated and goal driven
- Basic math skills

- Proficiency in English; Bilingual a Plus!
- Basic understanding of sales principles and customer service practices; Thrift Store experience a plus.
- Must be able to comply and meet the national and state criminal background check, national sex offender registry, level one fingerprint clearance card, and a Motor Vehicle Records check as required by Maggie's Place.
- Ability to lift 30 lbs is required.

Employee Printed Name: _____

Employee Signature: _____ **Date:** _____