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**Title: Resale Shop Assistant Manager**

**Primary Function:**

As an Assistant Shop Manager, you will provide the Store Manager with the help required to keep the shop in top running order. Including ordering inventory, processing sales, generating cash deposits and responding to customer concerns and complaints. As well as processing donations with skill and care. The Assistant Manager should be able to multitask aspects of the resale store daily with confidence and enthusiasm. Effective communication with the manager, employees, and customers is required. Maintaining confidential information from the manager, meetings and clients is required. The Assistant Manager should exercise team building techniques and support the staff and manager. The donations department is responsible for securing in-kind donations to benefit Safe Harbor. This is partly done through sourcing and cultivating relationships with in-kind donors. Safe Harbor Resale Shop’s mission is to provide our residents with exceptional care and treat them with the highest levels of dignity and respect. The donations are to be handled with care. Must demonstrate the ability to establish and maintain professional boundaries in working with employees, clients, volunteers, and donors. In support of safe Harbor’s mission, vision and values exceptional customer service is expected. **This is a full time, hourly, nonexempt position eligible for full benefits.**

**Reports To: Resale Store Manager**

**Job Responsibilities:**

* Coach and support other team members
* Assist the Manager in hiring and training new employees for the sales floor or other departments (e.g. donations and processing)
* Assist the Manager in recruiting and training Volunteers
* Train employees on how to properly lift, use a dolly, and other tools needed to move large items
* Maintain and monitor store inventory and donations
* Ensure that the store is clean, safe, and presentable for customers
* Greet and assist customers as necessary when other sales associates are busy
* Conduct regular audits of the store’s physical and practical condition to ensure quality, along with Manager
* Interact with the public via events, alongside the Manager
* Generate and review Daily Sales Report with Manager in bi-weekly meeting
* Assist Manager in creating and implementing shop events, meetings, and trainings
* Must be prompt, dependable and able to work independently
* Researches and cultivates relationships with individual donors, corporate donors, and community agencies for the solicitation of in-kind goods
* Communicates with potential donors regarding items to be donated, as well as, planned delivery of items
* Exercises discretion regarding acceptance of and/or disposition of donated goods and maintains donor relationship through attentive customer service
* This position will require a highly organized individual, with excellent ability to multitask and prioritize in busy environments.
* Experience Managing a team preferred

**Qualifications:** High school diploma or equivalent required with relevant experience. Associates degree preferred. Good hand and eye coordination required. Fully understand how to move and lift large pieces of furniture. Responsible for moving items that are donated and sold by the public.Must be able to lift a minimum of 50 **lbs**, bend, squat, stretch and stand during an entire shift. Must be able to use proper lifting techniques.

Employee Signature Date