

# SECOND CHANCE THRIFT STORE

## FLOOR SUPERVISOR JOB DESCRIPTION

The Lynden Christian School Second Chance Front-End Supervisor is directly responsible to the Store Director for the performance of assigned duties. Duties are to be performed in accordance with the policies and regulations developed by the Friends of Lynden Christian Board.

### QUALIFICATIONS

- Committed Christian who is committed to Christian Education in General, and LCS in particular.
- Skilled in meeting and supervising people.
- Strong communication and interpersonal skills.
- Able to work aggressively and independently; and able to make judgments with ~~a minimum of~~ minimal supervision.
- Able to lift up to 50 pounds.

### DUTIES

#### 1. GENERAL

- Be on site 30 minutes before the store opens and stay until store is completely closed and counted.
- Keep sales desk and area clean and organized for volunteers.
- Other duties as assigned.

#### 2. INVENTORY MANAGEMENT

- Keep the merchandise on the sales floor fresh and tidy
- Help Identify and prominently display high value, collectible, antique and fast-selling merchandise.
- Help Identify items that are difficult to sell and ensure merchandise is rotated regularly.

#### 3. STORE POLICY

- Follow all store policies fairly and keep volunteers aware of policies and procedures.
- Identify front end policy issues and help implement new policy if appropriate.
- Any special requests MUST go through the Director

#### 4. VOLUNTEER SUPERVISION

- Promote, Manage, and train volunteers to assist in the retail operation and maintenance of the store to ensure consistency.
- Develop and manage duty schedules and job divisions.

#### 5. STAFF MANAGEMENT

- Assist in hiring and training of front end staff.
- Assist in staff scheduling, training, and duty assignment.
- Assist with planning and meeting with staff regularly for planning, communication, and operations issues.
- Assist in staff reviews yearly and communicate with staff on job performance.
- Oversee and communicate safety protocols at monthly staff meeting.

#### 6. PROMOTION AND EVENTS

- Prominently display and advertise current store sales and events
- Organize yearly ½ off sales.

#### 7. CUSTOMER SERVICE

- Be present and/or available during store retail to respond to customer and/or volunteer complaints or other issues.
- Be present and/or available to handle pricing issues.

#### 8. STRATEGIC PLANNING

- Assist in developing long-range goals for the Thrift Store.
- Gather sales and demographic information to profile thrift store's customer base.

### HOURS

At a minimum, the Floor Supervisor must be present and/or available at the thrift store during store retail hours. Is also available to oversee other staff as necessary. Work is expected to be at least 30 hours a week.