

## Job Description

Job Title: Assistant Manager

Program: Used a Bit Shoppe

Reports to: Dolores Kornkven  
Manager

Date: November, 2021

### Primary Purpose

Assist with the operations of the Used A Bit Shoppe. Assist the Manager in the daily operations and providing customer service to people frequenting the Used A Bit Shoppe.

### Diversity and Inclusiveness Accountability Standard

Develop and maintain sensitivity to employee and customer diversity in the workplace. Behave in ways that demonstrate respectful treatment of other employees, members, volunteers, and customers. Develop cultural competence related to the services provided.

### Essential Job Functions

- Provide work direction to the volunteers in absence of the Manager.
- Open and close the Shoppe on scheduled days. Make bank deposits on assigned days.
- Provide ongoing, appropriate and effective communication and service to the people who shop at the Used a Bit Shoppe. Welcome customers, answer questions, and assist customers with items.
- Develop a good working rapport with the volunteers and Manager.
- Coordinate the daily/monthly schedule for Shoppe volunteers to assure that all duties are filled and assigned – cash register, floor sales, cleaning, repairs, cleaning, etc.
- Coordinate furniture donations and pick-ups.
- Fill in as needed as cashier, pricer, or floor duties. Answer the phone, take messages and provide information as appropriate.
- Provides assistance and direction to others in pricing higher value items.
- Enter volunteer hours into computer using the Schedules Plus program.
- Schedule and arrange pick-up and delivery of donations to Goodwill, Humane Society, etc.
- Check the “To Do” Project List Board each morning. Remind volunteers of the daily work project assignments. Assist volunteers in completing daily projects.
- Keep the Shoppe in a clean and tidy manner. Accept donations and manage placement of new items into floor displays. Assist volunteers in straightening displays, dusting, cleaning up spills, breakage etc. Keep all main walkways clear and handicap accessible.
- Follow Shoppe policies and procedures.
- Complete daily work schedule as assigned by the Manager. Scheduled work days and times may fluctuate and change as needed and necessary to run daily operations.

- Complete other duties as assigned and that is necessary to accomplish day-to-day tasks.

### **Education Requirements**

Minimum: High school diploma or GED.

### **Experience Requirements**

0 – 2 year of related work experience in retail sales, retail management, money management, cashiering, and customer service

### **Other Specialized Knowledge or Skills**

- Experience working with volunteers.
- Good organizational skills and self motivated
- Good interpersonal skills and ability to accept supervision
- Ability to provide work direction to volunteers
- Good oral communication; enjoys working with people
- Skill in working with diverse populations.
- Knowledge of community agencies
- Ability to multi-task and make decisions
- Good follow through in accomplishing tasks.

### **Working Conditions or Physical Requirements**

- Occasional exposure to dissatisfied customers
- Ability to lift 25 pounds
- Ability to move furniture and floor displays