

CRATER COMMUNITY HOSPICE, INC.

POSITION DESCRIPTION

TITLE: MANAGER, THRIFT SHOP

REPORTS TO: Chief Executive Officer (CEO)

FLSA: Non-Exempt

I. PRIMARY FUNCTIONS/GENERAL PURPOSE OF POSITION:

1. Articulates the Hospice philosophy.
2. Manages time effectively.
3. Demonstrates basic management skills in line with running a thrift shop.
4. Works professionally with general public, volunteers and Crater Community Hospice (CCH) staff.

II. EMPLOYMENT QUALIFICATIONS:

1. High School diploma required.
2. Experience in retail sales; management skills preferred.
3. Possesses interpersonal skills that promote effective teamwork and communication.
4. Must be computer literate and familiar with the use of a digital cash register.
5. Strong commitment to Crater Community Hospice service area.
6. Must be able to perform physically in aspects of lifting and stocking merchandise.
7. Must have visual acuity sufficient to operate computer and other office equipment.
8. Must have hearing acuity sufficient to hear verbal instructions and communication from others and to answer the phone.
9. Must be able to concentrate on moderate details with frequent interruptions, attend to specific functions for 10-25 minutes, remember multiple tasks and assignments over an 8-hour period, and understand and relate specific ideas and concepts.
10. Must be able to deal effectively with stress, multiple tasks, noise and interruptions and to work cooperatively with CCH staff, while maintaining a pleasant and professional demeanor.
11. Knowledge and ability to create posters, brochures and/or other signage as needed for promotional and educational purposes a plus but not required.

III. ESSENTIAL JOB FUNCTIONS:

1. Maintains Inventory of sale items for thrift shop.
2. Efficiently records and keeps track of all supplies/items for the shop and materials needed to maintain the shop through purchase orders and ensures all is handled per CCH policy/procedures.
3. Prices, stocks and creatively displays items for sale in the thrift shop.

4. Opens, closes and ensures thrift shop is adequately staffed for regularly scheduled business hours, utilizing paid and volunteer staff.
5. Maintains accurate receipts of all sales and donations.
6. Maintains petty cash account.
7. Ensures shop is adequately staffed during normal business hours.
8. Ensures daily deposits are accurate and presented timely to the hospice business office for processing and transporting to the bank.
9. Ensures timely reports are sent to CCH Business Office Manager and CEO as requested.
10. Orients new volunteers to thrift shop procedures and safety precautions.
11. Assists Coordinator of Volunteer Services with maintaining compliant volunteer files.
12. Schedules volunteers for thrift shop hours and posts monthly schedules.
13. Seeks volunteer assistance in an efficient, challenging and respectful manner.
14. Works with the Communications Coordinator to develop needed promotional and educational materials for the thrift shop and CCH getting final approval from the CEO.
15. Promotes the thrift shop to the community through events, open houses, ads, etc. in a professional manner that is in keeping with the Mission and Values of CCH and approval from the CEO.
16. Participates in community events as appropriate to maintain a public image in keeping with the mission and values of CCH.
17. Ensures that shop work areas, including halls, walkways and bathrooms are maintained in a clean and safe condition year round.
18. Coordinates with the CCH Business Office Manager for needed maintenance and repairs at the store.
19. Cooperates and communicates with the CEO and CCH staff as appropriate.
20. Coordinates vacations, attendance of special events, work hours, etc with the CEO.
21. Meets monthly with the CEO to review shop business, financials and other.
22. Attends monthly CCH Staff meetings and other meetings, as assigned by the CEO.
23. Respects the autonomy and right to confidentiality of all patients and families.
24. Seeks opportunities for professional growth, including demonstrating the ability to receive constructive performance feedback. Seeks assistance of the CEO or other resource persons in responding to opportunities for improvement.
25. Acts independently and responsibly to perform job duties on a consistent basis.
26. Sensitive to the stressors experienced by colleagues in working with hospice patients, their families and the general public.
27. Carries out the mission and values of Crater Community Hospice at all times.

VI. CRATER COMMUNITY HOSPICE, INC. MISSION FOCUS:

All employees are responsible for extending the mission and values of Crater Community Hospice, Inc. by understanding each customer, treating each patient, staff member, and community member in a dignified manner with respect, kindness, and understanding and subscribing to the organization's commitment to quality and service.

FULL TIME POSITION BENEFITS:

Generous paid time off, Health, Vision and Dental Insurance are partially paid by employer with Life and STD Insurance fully paid by employer, 403(b) Accounts, Employee Assistance Program.