



**Job Description**  
**Director of Retail Services/Thrift Store Manager**

**Job Title:** Director of Retail Services/Thrift Store Manager

**Supervisors:** Executive Director

**Classification:** Full Time/Salary/Exempt/Full Benefit

**Pay Rate:** Annual Salary \$28,000 to \$32,000

**Physical Demands:** Individuals will frequently be required to speak publicly; stand, walk or sit for extended periods of time, hear sufficiently; reach, bend or stoop, regularly lift and carry up to 40 pounds.

**Occupational Disclaimer:** This position may come in direct contact with animals and will be exposed to animal related smells and sounds.

**Minimum Qualifications:**

- ✓ Should have a AA or BA degree in related field or equivalent related work experience
- ✓ Must have 5 years customer service/retail work experience
- ✓ Must have 2 years supervisory or management experience
- ✓ Must have advanced public speaking skills
- ✓ Must have advanced written and oral skills
- ✓ Must have intermediate computer skills
- ✓ Must have intermediate bookkeeping experience
- ✓ Must demonstrate professionalism, courtesy, tact and sound judgment
- ✓ Must have a valid and clean driver's license and current automobile insurance
- ✓ Must be able to pass an employment background check and drug screening

**Specific Duties:**

- ❖ To establish and maintain the thrift store policies and procedures, as well as, learn and follow the Humane Society's policies and procedures and city, county and state requirements in regards to retail services
- ❖ To promote a positive image of the Humane Society through positive public relations
- ❖ To establish and maintain effective and cooperative working relationships with staff members
- ❖ To oversee the day-to-day operations of the thrift store
- ❖ To negotiate with merchandise booth rental vendors
- ❖ To solicit, hire, review, orient, train and terminate the thrift store staff and volunteers
- ❖ To accept, sort and price donations for resale according to Humane Society policy
- ❖ To maintain proper inventories of retail merchandise in the thrift store
- ❖ To assist customers with phone inquires
- ❖ To maintain records of thrift store department sales
- ❖ To review and verify thrift store staff time cards for payroll processing
- ❖ To weekly reconcile the daily cash intake of the thrift store
- ❖ To prepare a monthly departmental report for the Executive Director
- ❖ To attend board meetings and fundraising events as needed
- ❖ To write articles and provide data for the quarterly newsletter
- ❖ To respond to emergency calls while off duty
- ❖ To perform other reasonable duties time to time, as assigned by the Executive Director

*Auburn Valley Humane Society Mission Statement*

*The Auburn Valley Humane Society enriches the lives of companion animals and people through animal sheltering, programs, services and community engagement.*