

St. Michaels Community Center

Assistant Retail Manager – Job Description

Position: Assistant Retail Manager

Reports To: The Assistant Retail Manager will report the Retail Manager.

Position Overview: The Assistant Retail Manager will support the Retail Manager in daily business operations. The Assistant Retail Manager's responsibilities include training and managing volunteers, managing inventory, ensuring a safe, clean, and aesthetically pleasing store environment, and assisting customers. The Assistant Retail Manager should also address and resolve customer complaints and any issues with volunteers.

The Assistant Retail Manager should have strong leadership and decision-making, interpersonal, organizational, and problem-solving skills.

Assistant Retail Manager Responsibilities:

- Complete store opening and closing procedures multiple times per week
- Keep the store organized, clean, and attractive to customers
- Oversee the store volunteers which includes delegating tasks, solving problems, and designing work schedules
- Assist the Retail Manager in planning and implementing strategies to attract customers
- Maintain knowledge of all products available in the store and know the store layout and anticipate customer demand
- Manage inventory by processing donations and maintaining order in the donation receiving area. Coordinate with volunteers to price items and then place merchandise and on sales floor
- Greet incoming customers, answer phone calls, and address customer complaints
- Complete sales and collect payments
- Ensure company policies and nonprofit best practices are followed
- Maintain efficient operations by controlling costs
- Maintain merchandising of product and a visual plan
- Maintain appearance of store which includes stocking and cleaning
- Support Retail Manager as needed
- Maintain online retail store which includes monitoring bids, taking photographs of items, creating item descriptions, and marketing through social media and email
- Evaluates competition by visiting other local thrift stores; gathering information on prices, displays, merchandising, and display
- Prepares sales reports by collecting, analyzing, categorizing, and summarizing sales information

Assistant Retail Manager Skills and Qualifications:

- High school diploma or GED
- Past in retail or management
- Excellent communication and organizational skills

St. Michaels Community Center

Assistant Retail Manager – Job Description

- Good math skills with the ability to create and analyze reports, spreadsheets, and sales statistics
- Proficient in MS Office (MS Excel in particular)
- Leadership and interpersonal skills
- Flexibility in work schedule

Job Posting

SMCC is looking for a responsible Assistant Retail Manager to help organize and run our Treasure Cove Thrift Shop and fill in for the Retail Manager when needed.

Assistant Retail Manager responsibilities included training volunteers, receiving, and processing donations. You will also ensure our thrift shop meets and exceeds our customers' expectations.

Our ideal candidate will have retail manager skills with a sharp business mindset. You should also be skilling at organizing and solving problems. Interpersonal skills will also be very useful, since you'll often be interacting with customers and volunteers.

Ultimately, the duties of the Assistant Retail Manager are to make sure the Treasure Cove Thrift Shop operates effectively, and we keep our volunteers and customers happy.

If interested, please contact Patrick Rofe, executive director, at (410) 745-6073 or patrick@stmichaelscc.org by October 31, 2021.