

**CHRISTIAN FAMILY CARE AGENCY
JOB DESCRIPTION**

JOB TITLE: Attic Manager

GENERAL OBJECTIVES

This position reports to the Controller, unless otherwise assigned by the President/CEO, and is responsible for day-to-day operations of the store. This includes; staffing, customer service, facilitating a safe and healthy working and shopping environment for customers, volunteers and staff, promoting sales, managing income and expense, keeping the store neat and attractive in appearance, scheduling volunteers, and other duties required for a profitable operation.

NATURE AND SCOPE OF POSITION

- The position requires a person who is friendly to customers, has an attitude of service, and who can work well with volunteers.
- This position requires a person who is sensitive to controlling cost and is able to operate the store within an approved budget. The person also needs to be sensitive to revenue projections and strive to maximize the profitability of the store.
- The position requires a person who is sales oriented and understands the importance of attractive displays and marketing of merchandise, keeping inventory at a reasonable level, and pricing merchandise in a way that it will sell in a reasonable length of time.
- The position must understand that volunteers must be respected and treated with dignity, and that they are donating their time and talents at no cost to the Agency.
- The position must understand and adhere to the Attic policies and procedures at all times. The position must be safety conscious and must maintain the store in a clean and orderly manner. Store security is a priority for this position at all times.
- The position demonstrates a commitment to CFCA's mission and Statement of Faith.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Open and close the store daily, including cleaning, cashing out at the end of the day, and making bank deposits.
2. Schedule and post volunteer hours at least one week in advance.
3. Supervise and train all staff (paid and volunteer) in areas of sorting, pricing, cleaning and cashiering.
4. Maintain a clean and attractive store appearance.
5. Maintain quality control of merchandise, watching for items that are out-of-style, faded, torn, broken, etc.
6. Perform miscellaneous duties such as sorting items, pricing, seasonal packing and storage, cleaning restrooms and counters, vacuuming and occasional laundering.
7. Submit payroll reports, petty cash reports, bank deposits, etc., in a timely and efficient manner.
8. Maintain store security by always locking up and setting the alarm at the end of the day.

SKILLS/REQUIREMENTS

1. A minimum of a high school diploma. Bachelor's degree preferred.
2. A minimum of three years' experience managing multiple direct reports (paid staff) or volunteers.
3. A minimum of two years' retail experience, preferably at the management level, and/or demonstrating increasing responsibility over time in a retail environment.
4. Direct experience working with volunteers highly preferred.
5. Excellent organizational, interpersonal, and written and oral communication skills.
6. Ability to lift objects weighing up to 75 pounds.
7. Ability to operate normal office and computer equipment.
8. Posses reliable transportation, a valid Arizona drivers license with a good driving record and proof of insurance.
9. Work schedule flexibility - ability to work on Saturdays and occasional evenings as needed.
10. Bilingual Spanish is a plus.

Approved by: _____ **Date:** _____

Employee Concurrence: _____