



**Rural Action
Position Description**

Job Title:	Thrift Store Supervisor
Classification:	Exempt
Salary Grade/Range:	Entry
Reports to:	Social Enterprise Director
Reviewed by/date:	November 2020
Hours of work	40
Salary/Grade	\$15/hour with benefits

Position summary and objective:

Rural Action is seeking an organized and dedicated individual to serve as the Thrift Store Supervisor at UpCycle Ohio Thrift Store. The selected candidate will be responsible for oversight of all sales activities and daily operations of the UpCycle Ohio Thrift. Individual responsibilities may include opening and closing the store, making sure that the store is adequately staffed during all hours of operation, accepting processing and sanitizing donations as well as keeping good documentation of these practices, strengthening the store's online presence as well as conducting online sales, and keeping track of finances, revenue and expenses.

The Thrift Store Supervisor will work with the Social Enterprise Director and the Thrift Store Sales Associates to increase the current sales of the store while maintaining and strengthening the store's mission of proper materials management to the benefit of our regional zero waste economy. The Thrift Store Supervisor will work with the Zero Waste Program Director and Manager to divert materials from the landfill and to facilities that will reuse and/or recycle materials that cannot be sold via the store.

Rural Action is a membership-based nonprofit working in the southeast and central eastern counties of Appalachian Ohio since 1991. Our mission is to promote social, economic, and environmental justice by training, organizing and supporting communities.

Rural Action has a network of over 600 members throughout Appalachian Ohio. The organization is governed by a Board from across southeast Ohio, with strong private sector involvement. The Board oversees a CEO who manages a staff of 30 full time equivalent staff, 5 AmeriCorps VISTAs and 31 AmeriCorps state and national. Rural Action members are involved

as volunteers, participants, decision makers, and project designers. Our members guide our sustainable development work in Appalachian Ohio.

Essential Functions of this position:

- Manage the day-to-day operations of Upcycle Ohio, including:
 - Overseeing salespeople, cashiers, shelf stockers, and other staff and volunteers.
 - Evaluating the supply and availability of stock, and profit-margins.
 - Implementing measures to avoid stock damages, theft, and wastage.
 - Monitoring shelf stock and product displays, and the general appearance of the store.
 - Addressing customers' requests, comments, and complaints.
 - Motivating staff and volunteers to achieve targets.
 - Training new staff members and scheduling shifts.

- Participating in a robust network to promote highest and best use materials management, including:
 - Develop a logic model related to materials management that promotes waste reduction and wealth creation
 - Coordinate materials management with other thrifts, such as the ReStore, to get items to their best use
 - Develop a network of upcyclers and fixers to use the flow of materials through the thrift to create economic opportunities, including electronics repair, resale and recycling
 - Participate in the ReUse Corridor to manage materials in a way that significantly reduces landfill waste and diverts material into a circular economy.

- Managing finances and preparing an annual budget for the thrift, including:
 - Keeping records of expenditure, sales figures, and employee performance.
 - Reporting daily deposits and sales to the Rural Action finance office

- Managing and expanding the online presence and marketing of the store, including:
 - Doing market research on the value of items coming into the shop
 - Promoting, selling and shipping high-value items for sale online, using Ebay, Facebook Marketplace, Poshmark, and other outlets
 - Coordinate marketing and social media presence to drive in-person shopping at the thrift

- Investigating market trends and offering products that would appeal to customers.

- **Other duties as assigned**

Knowledge, Skills and Abilities:

- Demonstrated experience in a supervisory capacity at a retail store, or similar.

- Experience with preparing budgets, and financial and expense reports.
- In-depth knowledge of product and consumer trends, and marketing strategies.
- Exceptional interpersonal skills in dealing with employees, volunteers, and customers.
- Proficiency with spreadsheet and word processing software.
- Excellent written and verbal communication skills.
- Familiarity with applicable labor laws, and retail health and safety standards.
- Proven ability to follow through on tasks and goals and produce results
- Willingness and ability to learn new systems and practices
- Project management, and ability to manage multiple projects on different timelines
- Ability to be professional and ethical at all times
- Ability to work well independently and with others at all levels of management and staff
- Passion for Rural Action’s mission and ability to communicate it to others
- A strong interest in getting to know and helping Rural Action members and staff;
- Demonstrated ability to think strategically and see the “big picture.”

Supervisory responsibilities:

This position will have supervisory responsibilities over the Thrift Store Sales Associates.

Requirements:

- Understanding of sales principles and customer service practices
- Knowledge of customer and market dynamics and requirements, particularly online sales
- Solid communication and interpersonal skills
- Ability to read, write and effectively communicate with customers, peers and management
- Ability to multi-task, while being attentive to customers and remaining flexible to the needs of the business
- Ability to work as part of a team and take initiative independent of direct supervision
- Physical demands: This position involves constant moving, talking, hearing, reaching, grabbing and standing for at least two consecutive hours. May occasionally involve stooping, kneeling, crouching and climbing ladders
- Customer service focus
- Enthusiastic, friendly and energetic with a genuine desire to provide outstanding service
- Available to work a variety of hours, which may include early mornings, evenings, weekends
- Experience in retail and event organizing preferred
- Bachelor’s degree preferred.

Position type and expected hours:

This is a full-time position, with regular work hours to be completed during the normal operating hours of the thrift shop 11 am to 6pm, Tuesday through Sunday.

Affirmative Action/Equal Opportunity:

Rural Action is committed to the principles of equal employment opportunity and is committed to making employment decisions based on merit. We are committed to complying with any and all pertinent Federal, State and local laws providing equal employment opportunities, as well as all laws related to terms and conditions of employment.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Approvals:

This job description has been approved by:

Debbie Phillips, CEO

date

How to Apply

To apply for this position, please submit a cover letter and résumé to hr@ruralaction.org.