Job Title: Supervisor, Pick of the Litter
Division: Community Engagement
Reports To: Director, Volunteer & Community Programs
Supervises: Pick of the Litter Staff and Volunteers
FLSA Status: Non-Exempt, Non-Union, Full Time
Salary: $21.00 - $23.00 per hour (DOE)

Summary:
Supervises the daily operation of the resale store performing primary duties of employee and volunteer supervision, training, scheduling, and merchandising along with stocking and sorting and back up to cashier functions, Provides and promotes superior customer service.

Essential Duties and Responsibilities include the following (other duties may be assigned):

- Supervises and schedules store associates and volunteers on a daily basis.
- Collaborates with the Director in the on-going development of retail services protocol, policies and procedures.
- Becomes well-versed in product knowledge and merchandising and ensures staff and volunteers are properly trained to recognize and price items appropriately.
- Motivates and inspires employees and volunteers.
- Provides Director with supply and equipment orders as needed to keep the store running smoothly.
- Maximizes sales and ensures that the store is achieving its sales target.
- Ensures product pricing represents fair market value.
- Receives donations, sorts and prices merchandise in accordance with store guidelines.
- Ensures a safe, clean and organized store.
- Ensures proper signage and store displays are updated on a regular basis.
- Ensures stock is rotated regularly and merchandise is organized and displayed to maximize sales.
- Operates the store to maximize product on the sales floor.
• Ensures consistent and quality sorting and pricing of donations.

• Works professionally with the public, customers and fellow co-workers.

• Acknowledges each customer that comes into the store in a courteous and professional manner and performs all duties in a safe and efficient manner.

• Works with and ensures proper flow of merchandise to consignment locations, including our eBay consultants.

• Maintains a presence on the selling floor to discourage theft.

Supervisory Responsibilities:
Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees and volunteers; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees and volunteers; addressing complaints and resolving problems.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• High school diploma or equivalent, and one-year related retail experience and/or training with previous supervisory experience; or equivalent combination of education and experience.

• Experience providing excellent customer service.

• Proficient knowledge of MS Office, especially Outlook, Word and Excel.

• Working knowledge of computerized Point of Sale systems and ability to learn proper cash management procedures.

• Upon hire, must complete and pass a background check.

• Possess strong communication skills, verbally and written. Ability to write simple correspondence. Ability to effectively present information to customers, volunteers, and other employees of the organization.

• Ability to read and comprehend simple instructions, short correspondence, and memos.
• Ability to calculate figures and amounts such as discounts, interest, and percentages.

• Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

• Professional, enthusiastic and positive demeanor.

• Ability to provide positive and constructive feedback to staff, as well as receiving feedback.

• Possess a valid CA driver’s license with a satisfactory record to be insured by our insurance company.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. They include but are not limited to the following: regularly required to stand and walk; use hands and fingers to handle or feel; reach with hands and arms; talk or hear and taste or smell; occasionally required to sit, climb or balance and stoop, kneel, crouch, or crawl; frequently lift and/or move up to 25-50 pounds; vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The majority of the work performed is in a dynamic and fast-paced retail store environment. The noise level in the work environment is usually moderate.

EOE/M/F/D/V/SO