

Thrift Store Manager

Full Time, 40 hours per week with benefits

Grey Bears is looking for a dynamic, self-motivated individual with retail sales management experience to lead our thrift store team. The successful candidate will support all facets of public donations receiving, merchandising, point-of-sale and in-store operations using your exceptional retail, organizational and communications skills.

Duties and Responsibilities

- Manage daily operations and projects for store, including receiving, assessing, cleaning, testing, pricing and merchandising of donated items.
- Schedule, train, supervise and support staff and volunteers.
- Develop and implement creative procedures and strategies to promote sales.
- High level of competency in cashiering, cash handling, credit card processing, returns policy and auditing.
- Maintain merchandise and keep sales floors full and organized.
- Use social media to promote store, sale items and resale activities.
- Work closely with online sales operation to target vertical appeal, higher-value items for online platforms.
- Ability to relate and positively influence staff, volunteers, customers and other stakeholders.
- Ability to maintain a calm and courteous demeanor and work productively despite a sometimes heavy workload and competing priorities.
- Receive complaints and address questions to promote and ensure total customer satisfaction.
- Make purchases of supplies as needed.
- Be energetic, creative and enthusiastic.
- Participate in staff meetings and strategic planning.
- Work with other department managers to promote a cohesive work environment.

Skills and Experience

- Retail experience required, ideally in a reuse/resale setting and in a variety of departments and products: housewares, furniture, clothing/accessories, jewelry, art, medical equipment, electronics, hardware, outdoor/garden, books, etc.
- Minimum of two years experience in a managerial role.
- Creative and proactive problem solver.
- Excellent communication skills to interact with diverse individuals and groups.
- Must be responsible, reliable and punctual.
- Team player with high degree of integrity, superior leadership skills and judgment.

Special Conditions of Employment

- Current shift requirements: Tuesday through Saturday, 8am – 4pm.
- Ability to transport up to 30 pounds occasionally, with or without accommodation.

- Ability to perform essential physical job functions typically requiring bending, squatting, sitting, standing, walking, handling objects, pushing/pulling, reaching above shoulder level and using fine finger movements with manual dexterity.
- Selected candidate will be required to pass a criminal history background check.
- All Grey Bears employees must know and follow job safety procedures, attend safety meetings and trainings, proactively promote safety at work, and promptly report actual and potential accidents and injuries.

Compensation

Full time, 40 hours/week (some weekends).

Benefits: Paid medical, dental, vision for employee; employer paid sick, vacation plus observed holidays, and 403b retirement plan.

Position is open until filled. To apply, please send resume with cover letter and salary requirement to:

Operations Manager
Grey Bears
2710 Chanticleer Ave
Santa Cruz CA 95065
grace@greybears.org

Grey Bears is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, disability, medical condition (cancer related), marital status, sex, sexual orientation, age (over 18), veteran status, gender, pregnancy, or any other non-merit factor unrelated to job duties.

For more information visit <http://www.greybears.org>.