

## **POSITION DESCRIPTION**

**Position:** Assistant Store Manager

**Reports to:** Store Manager

### **Position summary:**

Drives retail business operations within the Thrift Shoppe to help fund the NRM mission. Works with store manager and other management within the Thrift Shoppe to ensure successful operations. Key responsibilities include people leadership, store operations, inventory control, and training and development of Thrift Shoppe staff and volunteers.

### **Essential Functions:**

- Follows retail operations plan to achieve daily, monthly, quarterly, and yearly goals for operating income, revenue, and production for Thrift Shoppe.
- Supports the store manager to ensure payroll costs and operating costs are managed to budget.
- Ensures Thrift Shoppe delivers excellent customer service to donors and retail customers.
- Ensures Thrift Shoppe is clean & well-kept.
- Ensures that Thrift Shoppe staff and volunteers and Volunteer Department Leaders are well-trained and fulfill their duties and responsibilities.
- Ensures that staff and volunteers are operating per NRM policy and procedure standards and regulations.
- Visits with each department regularly to teach, train, and inspire.
- Ensures safety, supplies & facilities maintenance to further business goals.
- Ensures the safety and prevention of loss to Thrift Shoppe assets (i.e. donations, equipment, building & supplies)
- Supports store manager in building high-performing teams.
- Models NRM's Core Values
- Plays supporting role in driving company culture change efforts and change management processes.

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of the role performed within the Thrift Shoppe. It may not contain a comprehensive list of all duties, responsibilities, and qualifications required to support the Thrift Shoppe. This performance description may be changed to include new responsibilities and tasks or change existing ones as NRM deems necessary.

### **Required Skills:**

- Able to lift, push or pull the average weight of merchandise as required.
- Ability to operate a pallet jack and walking lift safely and efficiently.
- Forklift operations certification
- Able to consistently stand, sit, bend or do repetitive motions throughout shift.
- Professional demeanor and adaptive to ever-changing environment.
- Must be 18 years of age or older to operate machinery relevant to the job.

- Able to interact in a Christian faith-based environment.

**Minimum Education and/or Experience:**

- High School graduate/GED required. Degree in business administration a plus.
- Forklift certification or the ability to achieve forklift operation certification.
- 2+ years retail experience.
- 2+ years management/supervision experience.

**Work Environment:**

North Raleigh Ministries is a Christian 501(c)3 nonprofit organization. It has a fast-paced office, thrift retail & warehouse, and crisis & development center environment with a large volunteer base. Volunteers are the heartbeat of NRM's ministry. This position requires flexible scheduling including nights and weekends.