



BERKELEY HUMANE SHIFT SUPERVISOR, THRIFT SHOP

Position Title: Shift Supervisor, Thrift Shop

Reports to: General Manager, Thrift Shop

Department: Finance

Pay Range: \$17.50/hr.

FLSA Status: Non-Exempt

Classification: Part-Time

Work week: 20 hour per week, weekends required.

Berkeley Humane provides complete care for homeless animals, from rescue to rehabilitation to placement. The Berkeley Humane's Thrift Shop is not your typical thrift store. The Thrift Shop is a nonprofit boutique offering quality second hand and vintage items to benefit shelter animals in our community.

SUMMARY:

The Shift Supervisor will assist the Thrift Shop Manager with the operational management of the Thrift Shop, including but not limited to volunteer support, training and supervision, team building and customer service, and act as on-site supervisor when the Manager is not available.

PRIMARY RESPONSIBILITIES: This job description reflects the assignment of essential functions; it does not proscribe or restrict the tasks that may be assigned.

This position is responsible for the following:

- Assist in the recruitment, training, scheduling and support of Thrift Shop volunteers.
- Act as the point person for our large, dedicated volunteer base that works in our shop. Ensure that all shifts are filled with volunteer support so that the shop can operate smoothly.
- Oversee the operations of the Thrift Shop during scheduled shifts or when General Manager is not available; responsible for ensuring opening and closing protocols are followed.
- Ensure that all sales transactions are handled properly and in line with Berkeley Humane's cash handling procedures.
- Ensure excellent customer service for all donors and store customers.
- Resolve all issues that arise from customers or volunteer associates (conflicts, complaints, grievances, etc.).
- Ensure guidelines are being met when preparing merchandise for sale by pricing and tagging items and clothes.
- Maintain an attractive shopping environment including neatly stacking, shelving, and hanging clothing garments and other donated goods. Enforce pricing policies (one price/no haggle).
- Assist with bringing donations into store, placing clothing and merchandise in the proper

storage areas.

- Ensure the shop is always organized and clean, which includes sweeping, vacuuming, mopping floors, dusting shelves, cleaning bathrooms, washing windows, etc.
- Other duties, as assigned.

EDUCATION & EXPERIENCE:

- Minimum education includes high school diploma or GED equivalent. College degree in Business, Sales, Marketing, or a related field preferred.
- Minimum of 2 years of professional and supervisory experience in retail sales.
- Experience working with volunteers preferred.
- Shows maturity, good judgement and performs duties in a professional manner.
- Understanding of retail cash management systems; ability to operate a cash register and/or utilize financial software.
- Comfortable with Microsoft Office Suite, email, cell phones, etc.
- Online web-camera meetings required occasionally.
- Familiarity with nonprofit organizations, animal welfare, and volunteerism.

SKILLS & REQUIREMENTS:

- Excellent interpersonal and organizational skills, capable of working effectively with volunteers and customers. A team player with an attitude of service and ability to motivate others.
- Energetic, self-motivated, professional, flexible and adaptable with a sense of humor, able to multi-task and work independently in a hands-on work environment.
- Must possess a valid unrestricted driver's license with a driving record acceptable by our insurance carrier and be bondable.

PHYSICAL DEMANDS:

This work is performed in office and/or retail surrounding; requires workers to walk or stand for long periods; lift and carry up to 50 pounds; climb stairs; bend; reach; hold, grasp and turn objects; and use fingers to operate computer keyboards. The work requires the ability to speak and communicate clearly.

TO APPLY: Please submit a cover letter, resume, and salary requirements via email to thriftshop@berkeleyhumane.org with "Shift Supervisor, Thrift Shop" on the subject line. Your documents must be in Word or PDF format to be considered.

Berkeley Humane is an Equal Opportunity Employer