



Position Title: St. Joseph Gift & Thrift Manager

Department: Operations

FLSA Status: Exempt Full-time

Location: Hastings, Nebraska

Reports to: Regional Director -Hastings

Date Created: September 2023

Position Summary: The Thrift Store Manager oversees the operations of the St. Joseph Gift & Thrift by providing staff, volunteers, donors, and customers a dignified and positive experience. The Manager supervises the overall wellness of staff, and the incorporation of volunteers into donation processing, while maintaining a clean, organized, and well curated storefront. The Manager also monitors the sales of the operation, which is a funding source for Catholic Social Services.

Essential Functions:

- Oversee the general operation and success of the thrift store, including receiving and processing donations, as well as displaying merchandise.
- Coordinate and manage staff, volunteers and their schedules and assigned duties.
- Share agency communications, which include assisting all Thrift Store staff and volunteers with checking emails and our internal communication platform, Happeo.
- Motivate and reward all Thrift Store staff and volunteers in their efforts to maintain systems of efficiency and promote sustainability at CSS.
- Maintain a welcoming Christian environment by treating all with dignity and respect.
- Ensure and assist in maintaining a safe, clean, and healthy environment.
- Handle donor or customer complaints, concerns, and recommendations with gratitude and grace.
- Operate a cash register, reconcile cash with sales receipts, and keep record of transactions.
- Uphold the cash handling policy and properly execute the procedures.
- Work directly with the operations department to schedule and approve facility maintenance.
- Manage and direct the sales performance of the store.
- Support activities that serve the objectives of the CSS Sustainability Team.
- Work with the Regional Director to utilize and analyze sales reports for optimal store performance.
- Be responsible for the positive image of the thrift store and promoting its purpose and the mission of Catholic Social Services to the community.
- Adhere to the personnel practices of Catholic Social Services and participate in the annual Diocesan Safe Environment Training.

Subject to the Constitution of the United States and all applicable state and federal laws, CSS does not discriminate in its employment practices or in the administration and dissemination of its programs and services.

- Promote awareness and services of Catholic Social Services to the community.
- Attend and participate in agency staff meetings and other agency functions as directed by the Regional Director.
- Coordinate with recycling and trash services to pick up scrap or excess donations.
- Work directly with the Regional Director to schedule and approve facility maintenance.
- Monitor safety and emergency procedures and evacuation plans.
- All other duties as assigned.
- Represent, communicate, and integrate authentic Catholic social teaching in the presentation of CSS' mission.

Preferred Competencies:

- Communication; written and verbal
- Teamwork
- Attention to detail
- Problem Solving
- Ethical
- Organizational Support
- Safety and Security

Qualifications:

High school diploma or general education degree (GED); or one to three years related experience and/or training; or equivalent combination of education and experience. Must be knowledgeable about the Catholic Church and support its moral and religious teachings.

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. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to handle or feel, reach with hands or arms, climb or balance, talk or hear. The employee must regularly lift and/or move up to 25 pounds and occasionally 50 pounds.

Working Environment:

While performing the duties of this job, the employee is primarily indoor working conditions. The noise level in the work environment is usually moderate.

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