



Dane County Humane Society

Helping People Help Animals

5132 Voges Road • Madison, WI 53718

(608) 838-0413 • giveshelter.org

Job Title: East Thrift Store Coordinator

Reports to: Thrift Store Supervisor

Supervises: N/A

Hours: Fulltime; schedule is flexible

Pay Rate: \$16/hour

Scope of Position: This position is responsible for assisting the Thrift Store Supervisor at 5231 High Crossing Blvd. with day to day store management, with a particular emphasis on volunteer management. The Coordinator will have primary responsibility for the initial onboarding, scheduling and orienting of all new volunteers. The Coordinator will provide input as appropriate on decisions about donations, inventory, pricing, sales and disposal of items we are unable to sell.

Duties and Responsibilities:

Manage Sales

40%

- Supervise merchandising including determining how best to display items.
- Manage a system of stocking new items for sale on the floor, marking down lingering items and removing items that are not selling.
- Take a lead role in the effective resolution of customer questions, complaints and concerns.
- Assist in implementing plans for special events, sales and other promotions to increase sales and promote awareness of the store to the general public.
- Ensure adequate supplies are on hand at the check out stations and notify Supervisor when additional supplies need to be ordered.

Volunteer Training

40%

- Make initial contact with new volunteers to set up their first shift. Provide or coordinate general thrift orientation on their first shift and arrange for their hands-on training.
- Monitor Volunteer Training and Certification.
- Monitor and respond to volunteer emails in a timely manner.

- Record incoming volunteer communications in Volgistics, a digital volunteer database.
- Follow up with volunteers who require additional training or have attendance issues.
- Assist in developing and maintaining staff and volunteer training materials including written procedures, training guides, checklists and videos.

General Administration

20%

- Maintain an organized, efficient and safe work structure and climate.
- Assist with monitoring staff and volunteer's accuracy in money handling.
- Prepare daily deposits and take deposits to the bank in a timely manner.
- Assist with maintaining appropriate sales records and reports.
- Assist with Social media posting and management.

Additional Job Duties

- Consistently provide exceptional customer service to donors as well as retail customers and coach other staff and volunteers to do the same.
- Cover cashiering, pricing, and sorting duties as needed based on staff and volunteer coverage
- Project a positive image of DCHS and respond to questions about DCHS's mission and other services provided.
- Assist with shop cats and their adoption process.
- Other duties as assigned.

Qualifications/Requirements:

1. High school or equivalent education. College degree, advanced training and/or experience preferred.
2. 1-2 years of progressively responsible experience in a retail environment.
3. Good communications skills.
4. Computer literacy required, including Microsoft suite.
5. Ability to relate and engage with a diverse population.
6. Friendly, positive and open minded attitude.
7. Proven ability to multi-task, problem solve, work under pressure and work independently.
8. Critical evaluation skills and an eye for detail.
9. An understanding of the philosophies of animal welfare and Dane County Humane Society (can be developed in position).
10. Ability to squat, lift, and bend.
11. Valid driver's license.