



Dane County Humane Society

Helping People Help Animals

5132 Voges Road • Madison, WI 53718

(608) 838-0413 • giveshelter.org

Job Title: Thrift Store Coordinator

Reports to: Thrift Store Supervisor

Supervises: N/A

Hours: Part-time, 28 hours per week; schedule is flexible

Pay Rate: \$15/hour

Scope of Position: This position is responsible for assisting the Thrift Store Supervisor with day to day store management, with a particular emphasis on sales floor operations. The Coordinator is responsible for overseeing sales floor displays and organization, stocking, cleaning and sales desk operations. The Coordinator will have primary responsibility for the initial onboarding, scheduling and orienting of all new volunteers. This position will also have primary responsibility for training the sales floor staff and 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.
- Develop and manage a system of regularly placing new items for sale on the floor and determining when to reduce prices or remove items that are not selling.
- Take a lead role in the effective resolution of customer questions, complaints and concerns.
- Assist in developing and 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.

Staff and Volunteer Training

40%

- Make initial contact with new volunteers to set up their first shift. Provide general thrift orientation on their first shift and arrange for their hands-on training.

- Monitor and respond to volunteer emails in a timely manner.
- Train new staff and volunteers on sales floor operations, use of the point of sale system and customer service expectations.
- Assist in developing and maintaining staff and volunteer training materials including written procedures, training guides, checklists and videos.
- Cover open shifts when needed.

General Administration

20%

- Maintain an organized, efficient and safe work structure and climate on the sales floor.
- Develop proper cash handling protocols and monitor staff'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.

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.
- Project a positive image of DCHS and respond to questions about DCHS's mission and other services provided.
- Assist with the selection of 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. Excellent public relations and communications skills.
4. Computer literacy required.
5. Excellent organizational skills.
6. Ability to be self-directed and creative.
7. Proven ability to relate to a diverse population.
8. Friendly and positive attitude.
9. Proven ability to multi-task, problem solve and work under pressure.
10. Critical evaluation and observation skills.
11. Thorough understanding and dedication to the philosophies of animal welfare and Dane County Humane Society (can be developed in position).
12. Ability to squat, lift, and bend.
13. Valid driver's license and a good driving record.