



Dane County Humane Society

Helping People Help Animals

5132 Voges Road • Madison, WI 53718

(608) 838-0413 • giveshelter.org

Job Title: West Thrift Store Supervisor

Reports to: Thrift Store Manager

Supervises: West Thrift Store Coordinator and West Thrift Store Clerks

Hours: Fulltime; schedule is flexible

Pay Rate: \$37,440 Salary

Scope of Position: This position is responsible for managing the day to day operation of DCHS's Thrift Store at 6904 Watts Rd. under the supervision and direction of the Thrift Store Manager. The Supervisor is responsible for recruiting, hiring, training, scheduling and managing the Thrift Store Coordinator and Clerks. The Supervisor will have primary responsibility for overseeing donation receiving, sorting and pricing operations. This position assists with social media and event management and provides input to the Thrift Store Manager on strategic planning, budgeting and major projects.

Duties and Responsibilities:

Manage Donations

30%

- Solicit donated items as needed and manage inventory in order to maximize the value of donations.
- Make decisions about donated items including whether to accept them and how to dispose of items we are unable to sell.
- Develop and maintain a system for sorting, storing and pricing donations.

Manage Sales

20%

- Oversee general sales floor operations including allocation of space, accessibility and accurate signage.
- Assist with social media posting for the store and participate in decisions about other marketing and advertising opportunities.
- Implement plan for special events, sales and other promotions to increase sales and promote awareness of the store to the general public.
- Master point of sale system and trouble shoot as needed.

Staff and Volunteer Training

40%

- Interview, select, onboard and train new staff.
- Oversee process for training volunteers.
- Provide input on staff and volunteer training materials including written procedures, training guides, checklists and videos.
- Manage staff and volunteer schedules to ensure completion of tasks and adequate coverage for retail store hours.
- Utilize volunteers to minimize costs and maximize program activity; maintain a current bank of volunteers and schedule them as needed.
- Cover open shifts when needed and find coverage for unscheduled absences.

General Administration

10%

- Establish guidelines and a system for maintaining an organized, efficient and safe work structure and climate.
- Prepare daily deposits and take deposits to the bank in a timely manner.
- Ensure adequate supplies are on hand by establishing a system of monitoring and requesting supplies in a timely manner.

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 care 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. Prior supervisory experience preferred.
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. Ability to squat, lift, and bend.
12. Valid driver's license.