

Retail Shop Assistant Manager Job Description

Title: Retail Shop Assistant Manager

Work week: 24-34 hrs/wk, some weekends required

Reports to: Manager

Overall Responsibility

The Assistant Manager serves as the “eyes and ears” of the Manager, assisting the manager to ensure that retail operations run smoothly and safely. In the absence of the Manager, the Assistant Manager handles any problems that arise with customers or personnel issues, and reports back to the manager to work to resolve the problems.

Primary Duties and Responsibilities

- Provide courteous, friendly, and efficient customer service
- Provide customers with accurate, and positive information about Who Gives a SCRAP
- Assist with the training of new staff and volunteers
- Manage staff and volunteers during your shift
- Handle customer complaints, in consultation with other managers
- Assist with social media
- Work cash register; responsible for opening and closing duties including corrections in register and accurately filling out daily deposit envelopes
- Ensure transaction data is accurately entered into the cash register and logged daily for entry into bookkeeping/accounting system
- Maintain accurate sales records
- Sort materials and stock the store, in conjunction with other staff
- Create displays and sample items
- Set prices of retail items, in conjunction with other staff
- Help ensure that retail areas — including processing areas, sales floor, customer restrooms, volunteer workspace, workshop spaces — are kept clean and orderly
- Answer phone, take messages and check messages
- Ensure that retail tasks are executed and completed in a safe and efficient manner
- Provide educational information to customers about the source of materials and about reuse and recycling; and educate customers in reducing the amount of waste they generate and provide disposal options other than disposing in the landfill
- Write up invoices for institutional sales
- Introduce participants to classroom areas, help to ensure that rooms are clean, stocked, and organized
- Assist with processing organization as needed
- Substitute for other staff as needed

Preferred Skills

- Ability to work well independently and with others
- Exceptional customer service skills
- Self-motivated and ready to take initiative in all types of situations
- Excellent oral and written communication skills
- Cash handling experience
- Effective time-management skills
- Positive attitude with a willingness to learn and contribute
- Previous experience in a supervisory role

Working Conditions

- Use of ladders, tools, etc.
- Bending, stooping, and climbing
- Unassisted heavy lifting
- Working in varying temperatures
- Use of Box cutter

Compensation

\$ 12.50/hr with an opportunity for a pay increase following the successful completion of a 3-month probationary period

Benefits

- Workers' Compensation insurance
- Unemployment insurance
- 25% off store purchases (some restrictions apply)

Benefits after successful completion of a 3-month probationary period

- Paid time off
- 8 discretionary days, pro-rated according to hours worked

START DATE: Mid-October 2018

TO APPLY: Email cover letter, resume, and a minimum of three references to whogivesascrapcos.com. Please use a subject line of "COS Assistant Manager Application. "

Deadline for application is Friday, September 21, 2018

The above is intended to describe the general content of the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.
