



ALPHA RESOURCE CENTER OF SANTA BARBARA JOB DESCRIPTION

Job Title: Supervisor
Department: Thrift Store
Reports to: Store Manager
FLSA Status: Non Exempt
Wage: \$16.00 - \$20.00
Hours: 40 hours per week Full-Time Weekdays, Weekends, Evenings, and Holidays

This position is central to the efficient function of the retail store. The employee must display professional integrity and encourage and contribute to the mission of Alpha through empowering individuals, supporting families and building community.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Assist in and support Thrift Store operations.
- Ensure a high level of customer service is maintained.
- Maintain professional conduct while engaging internal and external customers.
- Promote Alpha Resource Center Mission Statement.
- Adhere to company and store policies, procedures and practices and propose changes when necessary. Comply with governing laws and regulations.
- Resolve customer inquiries and concerns.
- Report safety and security issues, personnel issues, accidents and concerns.
- Support and participate in employee training plan
- Help monitor employee morale and team cohesiveness
- Report suspicious activity to management immediately
- Participate in trainings & seminars to advance knowledge of industry trends
- Ensure performance goals and objectives align with job description, as well as have a positive impact on our Mission Statement.
- Ensure compliance of Thrift Store Practices and Procedures.
- Implement directives and any other duties assigned by manager
- Other duties as assigned

SUPERVISORY RESPONSIBILITIES

No direct responsibility for supervising staff

HOURS OF WORK

40 hours per week. Work hours will be fixed per the demands of the department. Regular attendance, punctuality and diligent work performance are expected and required. Attendance and participation at staff meetings, trainings and seminars is expected

QUALIFICATIONS

The employee must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Appropriate training will be provided where necessary, and specific assistance in refreshing the employee in those areas where appropriate.

- Eligible to work in the United States
- Ability to work independently without supervision while maintaining a high level of organization.
- Ability to embrace and implement communication best practices.
- Ability to operate and use all equipment necessary to do the job.
- Ability to be flexible and available for temporary or permanent assignment to another Alpha store and/or transfer to another position as required by management.
- Ability to work varied hours/days and overtime as business dictates
- Basic knowledge of office practices and office equipment
- Ability to safeguard confidential information obtained during employment
- Ability to work both individually and as a team member and prioritize work
- Must be able to establish rapport and communicate with internal and external customers of diverse cultural, educational and mental and physical ability

EDUCATION and/or EXPERIENCE

High School Diploma or a combination of education and experience demonstrating ability to perform essential duties is required. Minimum of one year in a retail position with increasing responsibility above those of a sales position. Must have good computer skills, including experience with the Microsoft Office suite of software, including Outlook, Word, Excel, etc.

LANGUAGE SKILLS

The ability to read, write and speak English clearly is mandatory. Ability to read and speak Spanish is desirable but not required. The ability to communicate information to other employees, customers and donors as well as management in a clear and concise manner is essential.

REASONING ABILITY

Employee is able to apply common sense understanding to carry out instructions, either written, oral, or diagram form. Must possess the ability to deal with problems involving several variables in any standardized situation. Must be able to prioritize tasks and activities in a manner consistent with direction from supervisor.

PHYSICAL DEMANDS

The employee is regularly required to continuously stand, walk, sit, talk, and hear. Employee must be able to bend, squat, climb stairs, and safely lift and/or move up to 50 lbs. unassisted. The employee frequently is required to use hands to handle or feel equipment, paper, or files. The employee must be able to operate all office equipment, especially a computer keyboard as well as see a computer monitor display screen. The employee is occasionally required to stand, walk, and reach with hands and arms. Specific vision abilities required by this job include close vision.

This position requires the manual dexterity and adequate vision to read written materials, enter data into a computer, adequate hearing and verbal communication skills to conduct conversations (in person or on the telephone) and interact with staff and others to perform duties.

WORK ENVIRONMENT

The work environment would be generally described as a retail facility with production facilities and an office setting adjacent to the primary work area. The ability to move between these areas is required in the execution of the employee's functional activities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate and the illumination of the work area is primarily with fluorescent artificial lighting.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other duties to meet the ongoing needs of the organization.