



## FRIENDS OF UPLAND ANIMAL SHELTER

### **JOB OPPORTUNITY: 2<sup>nd</sup> Chance Thrift Shop Assistant Manager**

**Job Type:** Permanent Part-Time Position, Variable Hours/Typically 24 to 32 Hours per Week  
**Work Hours:** Typical works hours are between 9:30 a.m. and 6:30 p.m. daily, with other work hours assigned as-needed to fulfill the needs of the store.  
**Pay Rate:** Hourly Based on Experience  
**Location:** 2<sup>nd</sup> Chance Thrift Shop, Upland, CA  
**Reports to:** Thrift Shop Manager

#### **PURPOSE OF POSITION**

The Assistant Manager is a key member of the management team who takes an active role, and partners in a collaborative manner, with the Store Manager, other Assistant Managers, and Key Holders in operating 2<sup>nd</sup> Chance Thrift Shop to ensure maximum productivity.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Assumes responsibility for all daily store operations at the direction, or in the absence, of the Store Manager. This includes, but is not limited to, staff and volunteer management and training; cashiering and sales; procurement, processing, pricing, and sale of donated items; store merchandising and display; marketing and social media; e-commerce; internal fiscal controls/accounting-related operations; interior and exterior store housekeeping/maintenance; store safety and security; customer service; and special events or sales.
- Ensures staffing coverage in the absence of the Store Manager.
- Provides direction, coaching, training and development to other store employees and volunteers.
- Recruits, trains, and provides direction to volunteers to ensure the daily needs of the store are met; implements measures to ensure volunteer retention.
- Takes an active role in procuring and managing off-site pick-ups of donated items.
- Takes an active role in implementing and maintaining an e-commerce presence.
- Takes an active role in marketing the store on social media (i.e., Facebook, etc.).
- Maintains good customer relations with customers and the community and ensures other staff members provide good customer service.
- Monitors and communicates any personnel issues with the Store Manager and assists the Store Manager in resolving the issues.
- Monitors time-card reporting.
- Monitors and implements appropriate loss prevention measures.
- Completes all tasks as assigned by the Store Manager.
- Completes other written or verbal duties as may be assigned by the Store Manager or the Board of Directors for Friends of Upland Animal Shelter.

#### **OTHER:**

Successful applicants should have the following knowledge, skills and abilities: strong customer service orientation, excellent interpersonal and conflict resolution skills; ability to prioritize and organize daily work load to ensure the most efficient use of resources; familiarity and knowledge of antiques, collectibles and gently used merchandise; excellent customer service skills; strong computer skills; data input and record keeping; safe work

practices; knowledge of occupational hazards and safety practices necessary in the area of retail sales; safe driving principles and practices.

This position also requires the following attributes:

- Ability to utilize effective interpersonal and communications skills and maintain effective working relationships with co-workers, customers, and donors;
- Ability to work independently with minimal supervision;
- Ability to use initiative, exercise problem-solving skills and good judgment in managing store operations;
- Ability to maintain flexibility and adaptability with a positive attitude to effectively manage frequent interruptions and variations in priorities and management responsibilities; and,
- Ability to maintain confidentiality of information.

**Minimum Qualifications:**

- Be 18 years of age or older and have a High School Diploma or GED.
- Have at least (3) years of experience working in retail sales or similar customer service environment.
- Maintain a California Class C driver’s license with a good driving record.
- Be available to work flexible shifts on any day of the week.
- Ability to communicate effectively in English to interact with subordinates, co-workers, supervisors, customers and donors.

**Preferred Qualifications:**

- One (1) year of supervisory experience.
- Familiarity and knowledge of antiques, collectibles, and other types of valuable merchandise.

**To Apply:**

1. **Download and complete the job application on [www.friendsofuplandanimalshelter.org/jobs](http://www.friendsofuplandanimalshelter.org/jobs).**
2. **Deliver or mail it to:**  
**Karen Peterson**  
**2<sup>nd</sup> Chance Thrift Shop**  
**1028 W. 9<sup>th</sup> Street**  
**Upland, CA 91786**

**Once your application is received, you may be contacted for an interview. If you have any questions, call Karen Peterson at (909) 920-6020.**

**Applications are Open Until Filled**

*Friends of Upland Animal Shelter Inc. is an equal opportunity employer that actively pursues and hires a diverse workforce. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, disability (mental or physical), gender identity or expression, genetic information, marital status, medical condition, military veteran status, national origin, political affiliation, pregnancy, race, religion or creed, sex, sexual orientation, any other characteristic protected by law, or any other factor that is not related to the job.*

*It is an objective of Friends of Upland Animal Shelter, Inc. to achieve a drug-free work place. Any applicant selected for employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, Federal and Local governing agencies.*