

## LAUGHLIN XL SPOUSES' CLUB THRIFT SHOP

### Job Expectations – Manager

1. Hired as an independent contractor.
2. Knowledgeable to implement and enforce the Thrift Shop policies, job descriptions, and procedures, (printed in the Thrift Shop Handbook). Any situation or problems that are inconsistent with Thrift Shop operating procedures and policies should be taken to the Thrift Shop Committee (TSC) for action.
3. Present during and responsible for the daily activities and the smooth, efficient operation of the Thrift Shop during the following hours:
  - a. Monday 8am - 12pm
  - b. Tuesday 1:30pm - 6:30pm
  - c. Wednesday 8am - 12pm
  - d. Friday 7:30am - 12:30pm
4. Provide daily continuity of all Thrift Shop activities during business hours.
5. Supervise the bookkeeper and volunteers and make certain that their duties are carried out as written in the job description. Evaluate and maintain job performance evaluations for paid positions, employee counseling (oral & written). Manage overall hiring and termination with the assistance of the Thrift Shop Chair or the TSC.
6. Responsible for good customer and volunteer relationships. Handle any customer or volunteer problems that arise. Daily issues that cannot be resolved shall be referred to the Thrift Shop Chair or the Thrift Shop Advisor.
7. Have a working knowledge of all Thrift Shop operations, including both volunteer and non-volunteer positions. Help out in any area where there is a need.
8. Review the guidelines, general policies, job descriptions, and procedures contained in the Thrift Shop Handbook with the Thrift Shop Committee yearly or when problems arise.
9. Open the Thrift Shop for daily business, or designate a reliable volunteer with prior approval from the LXLSC Board, to open the shop. Close the Thrift Shop at the conclusion of each business day, making sure all chores are completed or designate the cashier to close (by Thrift Shop Chair approval).
10. Ensure the cash register is closed out at the end of each day and cash is reconciled with items sold, having a basic awareness of the computer operation, and performing a monthly review of the Thrift Shop Profit and Loss Statement.
11. Take major Thrift Shop decisions or suggestions for major changes in policies and procedures to the Thrift Shop Chair (for Thrift Shop Committee approval).
12. Have a Thrift Shop key. Have access to the safe, office, drop box (if applicable), files, and all Thrift Shop information.
13. Schedule and train volunteers to work donations, man the business desk, pull expired merchandise, and organize special sales or to work wherever there is a need. May assign an experienced volunteer to introduce, instruct, and aid the new volunteer.
14. Ensure that volunteers maintain a clean and orderly Thrift Shop.
15. Keep volunteers informed of any changes, major problems, upcoming events, etc.
16. Along with the Thrift Shop Chair, shall keep an ongoing record of changes in policies and procedures made at TSC meetings and ensure that this information is updated on all copies of the Thrift Shop

Handbook. At the end of the year, ensures that all changes and the guidelines, policies, job descriptions, and procedures are typed into the Thrift Shop Handbook, approved as required, and distributed to the Thrift Shop Chair. An electronic copy should be given to the LXLSC President, Advisor, and Parliamentarian. Provide a hard copy in the Thrift Shop for ready reference by Thrift Shop Volunteers and employees/independent contractors.

17. Maintain an up-to-date Thrift Shop roster and keep a record of volunteer hours worked each day. Tally volunteer hours at the end of each month and complete a Volunteer Certification Form, as requested.
18. Contact the building superintendent for emergency lighting, heating, plumbing, and general building repairs
19. Maintain files on-site to include equipment warranties, maintenance contracts, operational manuals, TSC minutes, financial statements, and all other transactions. Be responsible for storing Thrift Shop records, with the assistance of the bookkeeper, as outlined in the Records Storage Procedures section of the Thrift Shop Handbook. Destroy outdated records.
20. Conduct an annual inventory in May and maintain a written record of Thrift Shop property.
21. Maintain an informal file on the source of supplies and equipment for the Thrift Shop.
22. Purchase drinks and snacks to have on hand for volunteers. Turn in receipts to bookkeeper.
23. Obtain approval from the Thrift Shop Committee for any expense, other than normal operating expenditure, over \$100.
24. Ensure that all correspondence required by the Thrift Shop is completed. Give all bills to the bookkeeper upon receipt to ensure timely payment.
25. Be familiar with fire regulations. Ensure new volunteers have fire prevention, anti-robbery, and shoplifting briefings.
26. Purchase office supplies and custodial supplies as needed, giving receipts to bookkeeper.
27. Sort and price donations, per the established pricing guide. Review/revise pricing guide annually.
28. Review monthly financial reports, monthly expense reports, and provide Thrift Shop Chair with monthly volunteer hours and donations report, if applicable.
29. Ensure Tax Donation Receipts are available, offered, and signed for all donations.
30. Maintain communication with the Laughlin Hunt Housing Office regarding upcoming yard sales and any policy changes that potentially affect the Thrift Shop.
31. Facilitate successful execution of the Work-to-Donate Program, ensuring timely communication, scheduling, and follow-up.
32. When possible, train replacement manager(s) for two weeks prior to the termination date of the Agreement.
33. Ensure that all Thrift Shop responsibilities are covered during your absence; the Thrift Shop Chair should be notified in advance of any extended absence.
34. Probation period-90 days.