



**Position:** Second Blessing Manager

**Reports to:** Open Door Program Director

**Workers Supervised:** Thrift Shop Staff

**Time Employee**

**FLSA Classification:**

**Work Hours:** Tuesday - Saturday, 9:30 am – 4:30 pm

**Position Summary**

The Second Blessing Thrift Shop Manager is responsible for managing all facets of the Thrift Shop, working with all staff, volunteers, and customers to achieve the highest quality of business operations while giving diligent care to see that the Thrift Shop is in keeping with the spirit and objectives of The Open Door Ministries and Long's Chapel United Methodist Church.

**Essential Duties and Responsibilities:**

Financial Management

- Supervise the intake of all revenue, making sure that all cash register receipts are turned into The Open Door office in an accurate and timely manner. Also, making sure that there is reconciliation between cash received with register tapes.
- Oversee anyone working with the cash register and finances with careful attention to their character and integrity.
- Work with The Open Door Director in making creative suggestions of how to maximize our revenue so that the Thrift Shop can be a strong sustainable source of income to fund the ministry of The Open Door. This would include, but is not limited to, overseeing the pricing of items that are placed in the shop, giving a watchful eye to the shops retail presentation, keeping a strong display of Silent Auction items to be daily auctioned off and other means of keeping the Thrift Shop before the public's eye.

2. Personnel Management (will assist The Open Door Director in the following):

- See that all Thrift Shop personnel policies are adhered to in keeping with the direction of the Staff Parish Relations Committee of Long's Chapel United Methodist Church.
- Management of any potential Thrift Shop staff issues, and offer suggestions of how to deal with those issues.
- Assist in the performance evaluations of Thrift Shop staff.
- Offer input in the hiring of new Thrift Shop staff in accordance with the policies of the Staff Parish Relations Committee.
- Be prepared to participate and advise The Open Door Director in matters related to Thrift Shop staff discipline and termination.
- Participate in matters related to Thrift Shop staff training and development.

3. Volunteer Relations

- Maintain a productive and supportive role with the volunteers who give of their time and energy to the Thrift Shop.
- Give needed instruction and guidance to the volunteers so that they feel comfortable in their volunteer service.
- Keep sensitive to any personality conflicts or other issues that could disrupt unity and offer constructive solutions. Enlist the insight and support of The Open Door Director as needed, keeping the Director fully informed of potential issues that could distract from the ministries focus.

4. Customer Relations

- Keep a positive attitude and display a servant's heart to those who patronize the Thrift Shop. Even when confronted with inappropriate behavior by customers, maintain a Christ-like spirit that goes the second mile.
  - When disciplinary action or even legal action must be taken against a customer, such as in the case of theft, enlist the insight and support of The Open Door Director in determining the right course of action.
5. Interrelationships: Interacts with all Thrift Shop staff, volunteers, customers and donors to the Thrift Shop. Also interacts with the Open Door office personnel, and on occasion, with the "family of friends," along with the staff and volunteers on the dining room side. Will also have contact with the Ministry Team of The Open Door as well.

**Requirements (Education/Experience)**

A high school diploma or its equivalent.

**Knowledge, Skills and Abilities**

- A basic understanding of business principles.
- Discretion and confidentiality in matters related to The Open Door.
- Familiarity with use of office equipment.
- Ability to navigate and research the Internet.
- Must be friendly and able to supervise, equip and train volunteers. Must be able to maintain a congenial attitude with our customers. Must be organized and give attention to details. Must be decisive in making day to day decisions that will promote the welfare of The Second Blessing Thrift Shop.

**ADDITIONAL INFORMATION**