

# WATCH RESOURCES, INC.

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12801 Cabezut Road, Sonora, CA 95370  
(209) 533-0510  
www.watchresources.org

## JOB DESCRIPTION

**Position Title:** Store Manager **Classification:** A, Exempt

**Reports to:** Executive Director **Salary Grade:** EX-2

**Supervises:** Assistant Store Manager  
Store Clerks  
Warehouse Worker  
Volunteers  
Visions Work Crew

### Purpose:

The Manager is responsible for the operation of the Good Stuff store in accordance with the WATCH's directions, goals, policies and procedures. As necessary, manages, directs and is responsible for the performance and job activities of the Assistant Store Manager, the Store Clerks, the Warehouse Worker, the volunteers and the Visions work Crew. The Manager ensures that the store is operated in a manner that maximizes sales profitability and meets or exceeds projected budgeted revenue and net profit. Ensures that the store is operated in accordance with the policies and procedures of the store handbook. Keeps Good Stuff focused on the mission of WATCH and is known as a source for community outreach for WATCH. Other duties as assigned by the Executive Director.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** (include the following, additional duties may be assigned as needed by WATCH)

### Merchandising & Promotion:

1. Ensures quality merchandise and adequate inventory stock levels are maintained by regular donations of merchandise to the store.
2. Establishes that store customers and donors are treated in a friendly, professional, courteous, and prompt manner that encourages repeat sales and visits to the store.

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3. Listens and provides problem resolution for customer and donor complaints to restore and promote good community relations; informs the Executive Director of any unresolved or potential problems.
4. Observes and stays current on local and regional pricing on comparable items of clothing, house wares, furniture, antiques and jewelry offered for sale at the Store.
5. Reviews, updates, and implements store's merchandise pricing policies to meet required profitability targets. Ensures the paid staff and volunteers implement pricing guidelines correctly by continuous auditing and working "on the floor" with the team at least 50% of the time.
6. Ensures the store's volunteers and paid staff are trained in all aspects of handling donations to increase the number of new items available for sale daily, and that all donors of merchandise are thanked, regardless of quality of the merchandise, and are offered a receipt for accepted items.
7. Develops and/or implements a program to ensure that staff and volunteers are effectively trained in customer service, pricing guidelines and strategies, tagging, quality control, window displays, floor displays, and disposal of hazardous/unsafe or unacceptable donated merchandise, etc.
8. Manages and ensures paid staff and volunteers are effectively trained in the handling of money and cash register operations, etc.
9. Establishes daily staff schedules to reduce/resolve workload and work flow problems.
10. Maintains adequate levels office and merchandise supplies.
11. Verifies that the assistant manager or qualified designee is available on the store premises during store hours when manager is not available.
12. Works effectively with WATCH's executive director in planning news releases and/or publicity, advertising, and all community outreach in order to leverage the WATCH message and gain support in the community.
13. As needed, acts as liaison between the store and appraisers, donors and the general public.
14. Recognizes, is compassionate with, and spends time with a person who may require WATCH services for themselves or a family member. Directs these folks

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to the appropriate WATCH service contact.

15. Establishes and ensures procedures are followed as needed for efficient, responsible, and safe operation of the store, such as opening and closing the store for business. Oversees safety program in conjunction with Director of Transportation to assure compliance.

## **Accounting, Budgeting, & Finance**

1. Using generally accepted accounting principles, compiles timely and accurate records and reports for the fiscal performance of the store including, but not limited to; maintaining a record of daily sales, daily deposits, total monthly sales reports, customer accounts and other documents as necessary or as requested.
2. Ensures the daily store deposits are tallied and match the same day's cash register tape for the store's cash, check, and credit card sales and that the day's receipts are deposited each evening.
3. Assists in preparing the annual store budget, and which is submitted in timely manner to WATCH's executive director for WATCH board approval.
4. Ensures store operations adhere to approved budget guidelines. Monthly monitors the store's financial budget projections with store's actual experience. Develops work schedules and manages store's activities to conform to the approved store budget. Informs executive director, in a timely manner, of necessary budget adjustments as a result of changing business and operating conditions.
5. Continually seeks new ways to improve financial performance and to improve administrative financial tracking and reporting.
6. Continually seeks ways to assure that processes are in place to minimize financial risk including theft and error.

## **Human Resource Management and Volunteer Recruitment**

1. Responsible for recruiting and maintaining an adequate number of trained volunteers and trained/qualified paid staff for the effective operation of the store within approved guidelines.
2. Responsible for recruiting, screening, interviewing and ongoing successful employment of store's staff and volunteers following WATCH, state and federal

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human resources' guidelines.

3. Monitors and provides feedback on the job performance and duties of all staff and volunteers engaged in sales, cash reconciliation, sales receipts, operating records or preparing daily record of transactions; also performs job duties of other staff as needed.
4. Responsible for counseling, disciplining, documenting and terminating paid staff and volunteers. Obtains prior approval of executive director on all terminations and any job accommodation requests under the California Department of Fair Employment and Housing and the American Disability Act. Follows WATCH personnel administration guidelines for human resource activities.
5. Performs annual performance reviews for all staff job performance according to WATCH, state and federal guidelines.
6. Provides problem resolution for staff or volunteer grievances as they arise. Notifies executive director of problems or potential problems in these areas as appropriate.
7. Responsible for new employees and volunteer orientation, performance, training, and cross training in store policies and procedures.
8. Responsible for maintaining and revising the store volunteer handbook.
9. Maintains and ensures that all required human resource documentation for volunteers and paid staff is complete, accurate, signed, and filed according to WATCH policies and procedures.
10. Responsible for co-planning annual volunteer dinner or other volunteer activity, must attend annual volunteer dinner and any other volunteer activity i.e. meetings or training session.
11. Communicates effectively with staff and volunteers resulting in a well informed workforce.

## **Health & Safety**

1. Implements and revises the store's safety program as needed. Ensures that staff and volunteers are oriented and knowledgeable in all store safety procedures and issues, such as tagging needle sterilization. Monitors and makes ongoing inspections of store premises for safety violations and

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- potential problems. Ensures any safety hazards are repaired and/or dealt with to eliminate risk.
2. Conducts, documents and maintains records of attendees and subjects covered in safety meetings, trainings or safety discussions with volunteers and paid staff. Includes safety training as part of the new staff and volunteer orientation. Annually trains staff in fire safety.
  3. Stays current and informs employees and volunteers on recalled and hazardous merchandise to ensure the safety of customers. Ensures removal and correct disposal of such items immediately from store. Keeps track of changing laws regarding disposal of items in the trash and at the landfill.
  4. Ensures basic first aid supplies are always available at the store.
  5. Regularly monitors for and eliminates potential safety hazards to prevent accidents. Ensures the store meets all local, State and Federal safety requirements.
  6. Prepares and submits incident reports when injuries or accidents occur and notifies executive director immediately when emergencies or workers' compensation injuries arise.
  7. Arranges for transportation to the emergency room/urgent care clinic; and/or calls appropriate emergency personnel in case of emergencies.

## **Personal Growth**

1. Identifies initiates and increases professional skills and knowledge in managerial, human resources, marketing, sales and interpersonal skills by actively participating in formal classes, seminars, reading articles, books and staying current in field.
2. Develops a leadership style that demonstrates teamwork and constructive time management, as well as effective conflict resolution, problem solving and delegation.
3. Evaluates and participates in the evaluation(s) of own performance by identifying strengths and areas needing improvement, and develops a plan to improve areas needing improvement.
4. Networks with other area thrift/consignment store managers.

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## Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and be committed to the Mission of WATCH Resources, Inc. and to the mission of Good Stuff. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions in accordance with the Americans with Disabilities Act (ADA), 1991.

1. Bachelors Degree required or significant (more than 24 college units) college coursework in business, marketing, sales, accounting and/or merchandizing, or equivalent job experience.
2. Minimum of 5 years prior retail experience with management responsibilities.
3. Minimum of 3-years' experience in direct supervision, recruiting, hiring, employment, disciplining and terminating of staff and/or volunteers.
4. Good working knowledge of a variety of products and trends including but not limited to; antiques and vintage clothing, fashion trends, furniture, clothing and jewelry and current market retail prices.
5. Proven ability to work as a team member, to develop and maintain positive working relationships including problem resolution within an organization, community and with a diverse work force.
6. Proven excellent interpersonal skills and written and verbal communication skills to effectively present information and respond to questions from customers, volunteers, agencies and the general public.
7. Computer literacy in word processing and spreadsheets and the Internet is required; specifically MS Word and MS Excel.
8. Experience in social medial marketing and eBay sales
9. Valid California driver's license, safe driving record, car and adequate personal automobile insurance are required.
10. Experience working with and managing volunteers is preferred.
11. Experience with people with intellectual disabilities is preferred.

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## **Certificates, Licenses, Registrations:**

1. Possession of a valid California Motor Vehicle Operators License and a clear driving record, determined by a Department of Motor Vehicles record.
2. Health screening including a drug and alcohol screening and TB test performed by a physician verifying ability to complete job duties and confirming the absence of contagious disease.
3. Department of Justice and Federal Bureau of Investigation criminal record clearance.
4. Possession of or the ability to acquire a Red Cross First Aid and CPR Certificate.

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## PHYSICAL DEMANDS & CONDITIONS OF THE POSITION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

ACTIVITY SUMMARY				HAZARDS, WORKING CONDITIONS, EQUIPMENT USED			
	Never	Occasionally (1-33%)	Frequently (34-66%)	Constantly (67-100%)	<i>*For those marked with an asterisk, if yes, then list specifics under TYPES OF EQUIPMENT USED area.</i>	Specify One	
						YES	NO
Sitting		<b>X</b>			Driving Vehicles/Equipment*	<b>X</b>	
Standing				<b>X</b>	Operating Equipment/Machinery**		<b>X</b>
Walking				<b>X</b>	Exposure to Dust, Gas, Fumes	<b>X</b>	
Crawling	<b>X</b>				Exposure to Hazardous Materials		<b>X</b>
Bending Over			<b>X</b>		Possible Exposure to Blood/Body Fluids		<b>X</b>
Reaching Overhead		<b>X</b>			Exposure to High Noise Levels		<b>X</b>
Balancing	<b>X</b>				Walking on Uneven Ground		<b>X</b>
Pushing/Pulling			<b>X</b>		Exposure to Marked Changes in Temperature		<b>X</b>
Lifting/Carrying					Use of Safety Equipment (Ear Plugs, Glasses, etc.)*	<b>X</b>	
<input type="checkbox"/> 10 lbs. or less				<b>X</b>	Hearing Impairment Acceptable	<b>X</b>	
<input type="checkbox"/> 20 to 50 lbs.				<b>X</b>	Color Vision Impairment Acceptable	<b>X</b>	
<input type="checkbox"/> Over 50 lbs.	<b>X</b>				Clear Vision at 20 Inches or Less Required	<b>X</b>	
Skin/Hands in Water			<b>X</b>		Clear Vision at 20 Feet or More Required	<b>X</b>	
Exposure to Chemicals	<b>X</b>				<b>LIST TYPES OF EQUIPMENT USED ON THIS JOB:</b>  * Must be able to drive to and attend events and meetings. ** Computer, Fax Machine, Calculator, Printer, Copier, Telephone.		
Foot Controls Used	<b>X</b>						
Repetitive Hand Use				<b>X</b>			
Firm Grasping Required				<b>X</b>			
<b>COMMENTS ON ANY OF THE NOTED ITEMS OR ANY OTHER PHYSICAL OR SPECIAL REQUIREMENTS OF THIS JOB:</b>							
Must be able to perform essential functions with or without accommodation.							

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**Work Environment:** The work environment conditions described here are representative of those any employee may encounter while performing the essential functions of the job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

1. Medium in-door setting with central heating and air conditioning system, handicap accessible, noise level moderate, lighting provided by artificial means and windows. At times may be a very close and/or cluttered environment depending upon quantity of donations received. Sales floor and back-room area will constantly be rearranged to accommodate new merchandise.
2. Out-of doors, in and out of car and storage unit, weather conditions dependent on the season, temperatures: low, 30° to high 100° plus. Environment unknown when attending meetings and making contacts with others away from GOOD STUFF.
3. In-door setting, main office of WATCH: small to large meeting rooms with central heating and air conditioning system, handicap accessible, noise level low to high, lighting provided by artificial means and windows.

I have read and understand and am able to perform the Essential Functions of the Store Manager as outlined above. I have received a copy of this Job Description.

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Employee

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Date