



3805 Marshall Street, Suite 100  
Wheat Ridge, CO 80033  
(P) 303.422.2133  
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[www.thefamilytree.org](http://www.thefamilytree.org)

## **Treasure Trunk Thrift Store Manager**

### **Description**

This position oversees all areas of Family Tree's thrift store operations, from volunteer management to financial record keeping to customer service.

This is a full-time, exempt position with a hiring salary range of \$42,145-\$51,648 per year. This position is typically Monday-Friday 9:00-6:00 PM with some occasional evening and weekend hours. Benefits information can be found on Family Tree's career page at <https://www.thefamilytree.org/careers>.

### **Essential Duties/Responsibilities**

This position provides management, leadership and support to Treasure Trunk store including developing, monitoring and revising, the thrift store business plan, and store operating procedures, goals and objectives in conjunction with the Chief Development Officer. Provides quality customer service and assistance to all customers, donors and Family Tree clients. Provides training and support to ensure all Treasure Trunk staff and volunteers provide quality customer service and assistance to all customers, donors and Family Tree clients. Manages all financial operations cash register, reconciles daily sales and accurately makes daily bank deposits of all daily sales transactions. Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions. Receives, sorts, cleans, hangs, sizes, prices, and stocks donated inventory as appropriate. Responsible for recruiting, hiring, training, and supervising all Treasure Trunk employees. Develops volunteers and community service personnel in conjunction with the Director of Volunteer Services. Responsible for training and supervising all Treasure Trunk volunteers and community service personnel. Responsible for meeting both revenue and expense budgets and developing an annual operating budget in conjunction with the Chief Development Officer. Works with Family Tree programs on client merchandise access procedures, i.e. client gift certificates and tracking. Manages existing recycling relationships and works to find new opportunities with potential recycling partners. Prepares daily, weekly and monthly sales reports and provides ongoing analysis of sold inventory by merchandise category.

### **Other Duties**

Supports Family Tree's mission. Coordinates with Family Tree Gifts and Community Support Department for advertising and promotional events. Responsible for cleanliness of store and setting up store window and seasonal displays, as appropriate. Assures facility and grounds meets all local code requirements (fire, safety etc.). Serves as liaison between the Family Tree maintenance department and the property management company for all maintenance and facility repairs and improvements. Attends staff meetings, trainings, Family Tree administrative in-service and other meetings as required by supervisor. Completes all administrative duties as assigned.

### **Knowledge, Skills and Abilities**

Must have excellent customer service skills and leadership experience. Excellent verbal and written communication skills, demonstrate a positive attitude. Must have the ability to multi-task. It is absolutely necessary to be respectful to all coworkers, customers, volunteers, clients, and donors. Must be proficient in Microsoft Office and have strong computer skills including the ability to manage the book keeping of day-to-day transactions, order supplies and schedule team member hours.



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### **Education or Formal Training**

Professional experience preferred in retail and/or customer service. Retail store management experience preferred and thrift store experience is ideal.

### **Working Environment**

It is important to strive for excellence in the essential responsibilities of the Thrift Store Manager and also to pitch in when needed to help the team and its members succeed. Maintaining open, responsive communications helps the team run more smoothly. The retail environment can be faced paced at times. Regular interactions with customers, clients, donors, and volunteers is expected. Time spent outside is required during some phases of the donation process.

### **Physical Activities**

Some heavy lifting may be involved with this position. Ability to stand, reach and bend for extended periods of time. Hand flexibility to operate adding machine, cash register and other small electronic equipment in addition to performing routine office duties such as typing, filing, writing etc. Must be able to use a phone and computer with or without accommodation. Requires the ability to travel to and from meetings in the metro area. Ability to communicate with staff and community representatives.

Note: Job descriptions are not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated.