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[www.thefamilytree.org](http://www.thefamilytree.org)

## Job Posting

### Treasure Trunk Thrift Store Manager

#### Organization Overview

The mission of Family Tree is to partner with all people to prevent and overcome the interconnected issues of child abuse, domestic violence and homelessness to promote safety, healing and stability across generations.

As a long standing non-profit human services agency, we are committed to empowering change and transforming the lives of vulnerable populations in our community. We aim to recruit and retain high-quality and diverse team members who share in our commitment and vision to empower people and transform our community through innovative and integrated services. We are also committed to investing in our team i.e., strive to pay a fair wages, offer competitive benefits, provide generous sick and vacation time, offer staff development along with believing each employee's unique qualities and experiences are the core of the organization.

Family Tree strives to value and uplift diverse and marginalized voices, to recognize and address the ways in which oppression impacts the communities with which we work, and to promote inclusion and equity.

#### Job Summary and Responsibilities

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

#### Example Activities

- 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.
- Prepares an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Receives, sorts, cleans, hangs, sizes, prices, and stocks donated inventory as appropriate.
- Recruiting, hiring, training, and supervising all Treasure Trunk employees.
- Develops volunteers and community service personnel in conjunction with the Director of Volunteer Engagement.
- Trains and supervises 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.

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- 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.
- Serves as liaison between the Family Tree maintenance department and the property management company for all maintenance and facility repairs and improvements.

### **Required Skills**

- Ability to think critically and make difficult decisions.
- Ability to learn quickly, attend to details, and adapt well to change.
- Able to meet deadlines, provide exceptional customer service and work independently.
- Attention to detail with the ability to multi-task and prioritize in a high-volume, fast-paced, energetic work environment.
- This position requires excellent communication skills as well as skills in de-escalation techniques and customer service.
- Advanced computer skills; Word, Outlook and Salesforce or other web-based database system.
- Excellent customer service skills and leadership experience.
- Ability be respectful to all coworkers, customers, volunteers, clients, and donors.
- Ability to manage the book keeping of day-to-day transactions, order supplies and schedule team member hours.

### **Preferred Education and Experience**

Professional experience preferred in retail and/or customer service. Retail store management experience preferred and thrift store experience is ideal. English/Spanish bilingual skills preferred (with increased pay differential if fluent)

### **Job Details**

**Location:** 5892 W. 44th Avenue, Wheat Ridge CO 80212

**Program:** Treasure Trunk Thrift Store

**Full/Part time Status:** Full-time, exempt

**Hourly Pay Rate:** \$47,951-\$57,564/year

The base salary range represents the low and high end of Family Tree's hiring range for this position. Actual salaries will vary depending on factors including but not limited to range of experience, years of experience. The range listed is just one component of Family Tree's total compensation package for employees.

**Benefits:** Medical, dental, vision, supplemental insurance, retirement plan and retirement plan match, employer paid long-term disability, EAP, wellness program, paid sick and vacation time

**Travel Requirements:** Minimal travel around the Denver Metro area to attend off-site meetings.

**Schedule:** Monday-Friday between the hours of 9:00 AM-6:00 PM some evenings and weekends.

**Working Conditions:** The Thrift Store Manager may need to pitch in when needed to help the team and its members succeed. The retail environment can be faced paced at times. Regular interactions with customers, clients, donors, and volunteers is expected. Time spent outdoors is required during some phases of the donation process.

### **Equal Opportunities and Accommodations**

Family Tree is committed to building a workplace where inclusion is not only valued, but prioritized. We're proud to be an equal opportunity employer, seeking to create a welcoming and diverse environment. All qualified applicants will receive consideration for employment without

regard to race, color, religion, gender, gender identity or expression, family status, marital status, sexual orientation, national origin, genetics, neuro-diversity, disability, age, or veteran status, or any other non-merit based or legally protected grounds.

Family Tree is committed to providing reasonable accommodations to qualified individuals with disabilities in the employment application process. To request an accommodation, please contact Human Resources at 303-403.5884, or by email at [dberridge@thefamilytree.org](mailto:dberridge@thefamilytree.org)

#### Fair Chance Hiring

We value diverse experiences, including those who have had prior contact with the criminal legal system. We are committed to providing individuals with criminal records a fair chance at employment.

For more information about Family Tree and other open positions please go to [www.thefamilytree.org/careers](http://www.thefamilytree.org/careers).

To apply for this position or other positions please send your resume to [hrjobs@thefamilytree.org](mailto:hrjobs@thefamilytree.org)

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