



Assistant Manager for Exchange Thrift Store (Part-Time)

Posted: September 25, 2020

SUPERVISOR: Thrift Store Manager

SUMMARY: Based in the Oxford Circle neighborhood of Philadelphia, PA, the Oxford Circle Christian Community Development Association (OCCDDA) is seeking an Assistant Manager for The Exchange Thrift Store started by OCCDDA. The mission of The Exchange is to provide affordable goods and entry-level employment and job training to the low income and immigrant community. The Exchange also provides workshops for the community and job search assistance in addition to support for the small businesses. The mission of OCCDDA is “to extend healing and hope in the Oxford Circle community, believing that God’s purpose of reconciling all people to Jesus leads us to minister on spiritual, physical, social & economic levels.” Reporting to the Store Manager, the Assistant Manager is responsible for the day to day operation of the store.

COMPENSATION: \$12 per hour for 20 to 24 hours per week.

JOB QUALIFICATIONS:

- Ability to move up to 25 lbs.
- Ability to work effectively and collaboratively with a diverse group of people.
- Available to work a flexible schedule that includes evenings and Saturdays.
- Prior retail experience preferred.
- Demonstrate excellent customer service skills.
- Bilingual English and Spanish a plus.
- Familiarity with Google Suite and social media.
- Provide current clearances (Child Abuse & Criminal Background Check) upon employment.

JOB RESPONSIBILITIES:

- Lead by example
- Become familiar with all tasks in the store
- Assist Store Manager with overseeing Thrift Store operations and staff, volunteers, and interns.
- Ensures that all sales are accurately processed in register and properly deposited.
- Follow and maintain consistency of store procedures in opening and closing store, registers, business hours, receiving donations, etc.
- Assists with marketing Thrift Store including posts on social media, sharing flyers in the community, and other marketing strategies.
- Assist with loading and unloading donations safely and effectively.



- Greet and wait on the customers, donors and guests in a kind and patient manner and model positive store/community relations.
- Ensure that all contacts with customers (e-mail, in-store, text, or phone) provide the customer and donors with a personalized customer experience of the highest level and build client's interest in the organization's products and services.
- Consistently stay abreast of any new information on the organization's products, promotional campaigns, etc. to ensure accurate and helpful information is supplied to customers and donors when they make enquiries.
- Keep the store files, floor, community space, front desk/register area, backroom, store front, side and back walks, bathrooms safe, clean and organized.
- Responsible for sorting and pricing donated goods according to the established system and restocking showroom with new goods and rotating old goods off the floor.
- Help maintain high standards of merchandise quality control and update merchandise displays.
- Work with store manager on ordering and keeping track of store supplies are needed.
- Open and close store on assigned days.
- Actively participate in the recruitment of volunteers drawing from shoppers, donors, friends and other people.
- Communicate concerns with the Manager and work on solutions to problems.
- Assists with community outreach activities and educational workshops as needed.
- Handle any other duty as assigned by the Store Manager.

*Note: This is a broad description incorporating the types of duties and responsibilities performed. It is recognized that more specific tasks and duties not mentioned will also be performed.

HOW TO APPLY: Qualified candidates are invited to submit their resume via e-mail to: contact@occcda.org.