

FORT BEND WOMEN'S CENTER  
JOB DESCRIPTION

**RESALE STORE ASSISTANT MANAGER**

**REPORTS TO:** Resale Store Manager

**SUPERVISES:** Sales Associates  
Volunteers  
Community Service Workers

**STATUS:** Hourly, Non-exempt

**RESPONSIBILITIES:**

Assists the Store Manager in all operations of the assigned Resale Store in order to generate funds for the Fort Bend Women's Center. Works closely with donors, store staff, and volunteers to create excellent service experiences for everyone visiting the store.

1. Assumes Manager on Duty role when scheduled, making customer service decisions and bank deposits.
2. Sets the standard as the point of contact with all customers and volunteers to ensure they receive excellent treatment.
3. Assists Store Manager in staff coaching and development opportunities.
4. Trains volunteers and staff on customer service operations.
5. Ensures the cleanliness, safety, efficiency, and professional appearance of the sales floor, fitting rooms, and cash register spaces.
6. Completes regular sales reports, client merchandise voucher forms, payroll, and other reports as needed.
7. Assists Store Manager in creating a positive FBWC culture by reinforcing the agency's core values.
8. Must be able to meet the annual KPIs.
9. Other duties as assigned.

**HOURS:** 40 hours per week including weekends

**BENEFITS:** Health, vision, and dental insurance: Life and LTD insurance, 403(b) retirement plan, Flex Spending Account, Health Savings Account, Employee Assistance Program, Paid Time Off, discount on store purchases

**QUALIFICATIONS:**

1. Must be able to demonstrate the Agency's Core Values (Service, Passion, Integrity, Respect, Innovation, and Teamwork)
2. Some college preferred. Minimum High School graduate.
3. One-three years' experience in a retail or service management environment.
4. Knowledge of business management practices.

5. Ability to work professionally with the public.
6. Ability to manage a diverse workforce.
7. Must be able to lift 30 lbs. or more and able to get on a 2-step ladder.
8. Must have reliable transportation.
9. Must pass background check and drug screening.
10. Computer Skills: Expertise in Microsoft Office (Excel, Word, Outlook). Familiarity with POS systems and reports.

---

Employee Signature

Rev. 2020

---

Date