

Job Title:	PennyWise Assistant Manager	Job Category:	
Department/Group:	Resale Store	Job Code/ Req#:	
Location:	Stafford, TX	Travel Required:	To agency locations
Level/Salary Range:	Hourly	Position Type:	Full-Time; Non-Exempt
HR Contact:	Tina Hood	Date posted:	Click here to enter a date.
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:			
Internal posting URL:			

Job Description

ROLE AND RESPONSIBILITIES

RESPONSIBLE FOR ASSISTING THE STORE MANAGER IN THE OPERATION OF THE ASSIGNED RESALE STORE TO GENERATE FUNDS FOR THE OPERATION OF THE FORT BEND WOMEN'S CENTER

- Be professional and abide by agency core values: **Service, Passion, Integrity, Respect, Innovation, and Teamwork**
- Assumes "Manager on Duty" role when scheduled.
- Assists in scheduling staff of the Resale Store, payroll, monthly reports, and monthly supply needs to ensure proper operation during regular store hours.
- Supervises store staff, community service and volunteers.
- Assists in the daily cash register operations and collection of daily receipts.
- Coordinates training of volunteers and staff.
- Assists Manager in maintaining all records related to taxes and government reporting, client voucher usage, and other relevant matters.
- Makes pricing decisions.
- Rotates stock on a scheduled basis.
- Always ensures cleanliness and professional appearance of the Resale Store.
- Ensures that donors are issued proper receipts and treated in a courteous manner.
- Works with the HR/Volunteer Director to recruit and train volunteers when necessary.
- Attends staff meetings when requested by the Manager.
- Assists the Manager in upholding the policies, procedures, and requirements of the PennyWise Resale Center.
- Assists the Store Manager in creating a positive FBWC culture through the agency's core values.
- Helps to increase the number of Customer Loyalty Reward Members and achieve sales goals
- Must be able to meet the annual KPIs as defined for the current year.
- Other duties as needed and assigned.
- Must work weekends.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Minimum High School graduate. Some college preferred.
- One-three years' experience in a retail or thrift store management environment.
- Knowledge of business management practices
- Computer Skills: Ability to learn software program that manages inventory & POS reporting. Good computer skills. Working knowledge of Microsoft Word, Excel and Outlook.
- Knowledge of business management practices.
- Ability to work professionally with the public.
- Ability to manage a diverse workforce.
- Must be able to lift 30 lbs. or more and able to get on a 2-step ladder.

- Have a valid Texas Driver's License and carry auto liability insurance as required by the State of Texas.
- Satisfactory completion of criminal background checks and drug screening.

PREFERRED SKILLS AND COMPETENCIES

- An enthusiastic personality is a MUST! We assist those who are struggling to achieve self-sufficiency. It is a rewarding job, but one that requires a great deal of optimism.
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence) is a plus but is not necessary.
- Demonstrates leadership, communication, and problem-solving skills in a manner that encourages and empowers clients to seek remedies for positive change.
- Displays ability and willingness to make appropriate decisions, respond compassionately to persons served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, supports, and explains reasoning for decisions, and includes appropriate people in the decision-making process.
- Displays original thinking and creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.
- Shows tenacity and thoroughness, with the ability to solve practical problems and deal with a variety of situations.
- Team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Not easily frazzled, especially during crises.
- Possesses strong time management skills during busy and slower periods throughout the day.
- Applies basic strategies for good communication, including developing rapport, using active listening.
- Establishes/maintains trust and appropriate collaborative relationships with clients.
- Works with clients in a respectful and non-judgmental manner while employing a victim-centered, strengths-based, and trauma-informed perspective.
- Supports clients' self-determination and informed decision-making.
- Respects client confidentiality and autonomy.
- Uses appropriate verbal and nonverbal communication to deescalate crises situations.
- Applies strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to communications with clients and coworkers.
- Demonstrates ongoing efforts to improve skills in effective verbal and nonverbal communication, such as motivational interviewing, as well as cultural competency.
- Prioritizes/plans work activities using time efficiently; plans for additional resource needs. Sets goals and objectives and develops realistic action plans.
- Deadlines/solutions-oriented with the ability to handle multiple competing priorities and a wide variety of responsibilities.
- Speaks clearly and persuasively in positive or negative situations, listens, asks for clarification, responds well to questions, and participates in meetings.
- Writes clearly, accurately, respectfully, and informatively, edits work for spelling and grammar.
- Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to non-traditional hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan.
- Travel required in greater Harris and Fort Bend County areas.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____