

<b>Job Title:</b>	<b>Receiving Manager</b>	<b>Job Category:</b>	
<b>Department/Group:</b>	Resale Store	<b>Job Code/ Req#:</b>	
<b>Location:</b>	Richmond, TX	<b>Travel Required:</b>	To agency locations
<b>Level/Salary Range:</b>	Hourly	<b>Position Type:</b>	Full-Time; Non-Exempt
<b>HR Contact:</b>	Tina Hood	<b>Date posted:</b>	Click here to enter a date.
<b>Will Train Applicant(s):</b>	Yes	<b>Posting Expires:</b>	Click here to enter a date.
<b>External posting URL:</b>	<a href="https://fbwc.org/who-we-are/join-our-team/job-application.html">https://fbwc.org/who-we-are/join-our-team/job-application.html</a>		
<b>Internal posting URL:</b>	Contact HR		

### 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 FBWC. ASSIST THE STORE MANAGER IN THE RESPONSIBLE DISTRIBUTION OF DONATIONS GIVEN TO THE FBWC.

- Be professional and abide by agency core values: **Service, Passion, Integrity, Respect, Innovation, and Teamwork**
- Assumes “Manager on Duty” role when scheduled.
- Ensures prompt inventory flow to the sales floor.
- Makes decisions on recycling goods.
- Responsible for recycling monthly sales goal
- Maintains accurate donation reporting monthly.
- Trains volunteers & staff on job duties for back-end operation.
- Makes pricing decisions and trains others to effectively price as needed.
- Always ensures cleanliness and professional appearance of the Receiving Room.
- Acts as the “Customer Service Front Person” with ALL donors at the back door. Ensures that donors are issued proper receipts and treated in a courteous manner.
- Completes end-of-month donation reports, client furniture voucher forms and other reports as needed
- Works with the Volunteer Engagement Manager to recruit and train volunteers when necessary.
- Assists the Manager in creating a positive FBWC culture through the agency’s core values.
- Must be able to meet the annual KPIs as defined for the current year.
- Other duties as needed and assigned.
- Must be able to work weekends.

#### QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Minimum High School graduate. Some college preferred.
- One-three years’ experience in retail, thrift store or warehouse management environment.
- 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 get on a 2-step ladder.
- Must have reliable transportation.
- 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 not required.
- 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, responds 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, and using active listening.
- Establishes/maintains trust and appropriate collaborative relationships with clients.
- Works with clients in a respectful and nonjudgmental 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 de-escalate crisis situations.
- Applies strategies for addressing conflict and moderating one's 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: \_\_\_\_\_