

## **AIR FORCE OFFICERS' SPOUSES' CLUB OF WASHINGTON DC**

### **THRIFT SHOP MANAGER JOB DESCRIPTION**

The Thrift Shop Manager is responsible for the overall operation of the Air Force Officers' Spouses' Washington DC Thrift Shop. He/she will also be responsible for the same duties of the Assistant Manager and Cashier as needed, and/or in their absence.

#### **1) AFOSC REPRESENTATIVE**

- a. Prepare detailed monthly Thrift Shop board reports including monthly financial statement and email to the 2<sup>nd</sup> VP/Thrift Shop Liaison, who will then forward it to the AFOSC Secretary, by the monthly deadline.
- b. Coordinate with the AFOSC Welfare Vice-President or Liaison as needed.
- c. Attend all AFOSC Thrift Shop Advisory Council meetings.
- d. Is eligible for bonding under the AFOSC fidelity bonding coverage.
- e. Regularly communicate with the AFOSC Thrift Shop Liaison, 2nd Vice President, Welfare Treasurer, President and Thrift Shop Bookkeeper.

#### **2) VOLUNTEER COORDINATOR**

- a. Recruits new volunteers and emails them regularly regarding volunteer needs/opportunities.
- b. Maintains an updated contact email list of volunteer workers.
- c. Conducts training of the new volunteers and provides them with an electronic copy of the Volunteer Handbook.
- d. Resolves volunteer issues/complaints
- e. Trains volunteers on the procedures for handling customer complaints.
- f. Inform volunteers of changes in Thrift Shop policy and procedures.
- g. Schedule periodic meetings with Thrift Shop volunteers as needed.
- h. Post daily "goals" of items to get done each day while the Thrift Shop is open.

#### **3) CLEANING DUTIES**

- a. Maintain an orderly and clean sales floor and work areas
- b. Trash should be taken out daily and new trash bags put in place
- c. Remove cardboard boxes to the recycling bins daily
- d. Vacuum areas as needed
- e. Dust merchandise and display shelves as needed

#### **4) OFFICE MANAGER**

- a. Be responsible for all day to day functions of the Thrift Shop.
- b. Be familiar with job descriptions of Bookkeeper, Assistant Manager, Cashier and all volunteer positions.
- c. Maintains a current continuity binder containing all Thrift Shop operational documents: employee handbook, volunteer handbook, standard operating procedures, opening and closing procedures and all other paper work as advised by the Thrift Shop Advisory Council.
- d. Print daily reports, reconcile register to \$150.00 with Cashier or Assistant Manager, and make weekly deposits. Maintain store change fund of \$150.00. Insure proper fund security at all times. Notify 2<sup>nd</sup> VP/Liaison of any discrepancies noted on the daily sales report greater than five (5) dollars.
- e. Pay bills in a timely manner, sign all reimbursement/expenditure checks and obtain proper co-signatures on the checks as needed and designated in the Thrift Shop Operating Policies and Procedures, Section IX

- f. Resolve customer issues/complaints.
- g. Maintain petty cash for expenses.
- h. Replenish office supplies, as needed, to include printer paper, staples, masking tape, safety pins, pens, labels, tagging guns, trash bags etc.
- i. Purchase and restock refrigerator with drinks and snacks for volunteers as needed.
- j. Schedule extra workdays to clean, straighten, and mark down donated items.
- k. Determine when sales will be held on donated items and advertise sales.
- l. Keep track of the keys and maintain a key log in/out sheet.
- m. Arrange for carpet cleaning as needed, at least yearly.
- n. Arrange periodic cleaning days to clean, straighten and mark down donated items. Coordinate these days with Thrift Shop Advisory Council and email volunteers and advertise with AFOSC Board of Governors.
- o. Arrange and supervise all Civil Engineering work with Building Manager. 202-767-4442. Notify TS Advisory Council if any problems arise when dealing with CE.
- p. Establish an open line of communication with the Bookkeeper and email, fax, or phone information as needed. Also, CC the Thrift Shop Advisory Council and/or Liaison on ALL communications with the bookkeeper. Email and Fax bills to bookkeeper in a timely fashion.
- q. Coordinate the receiving, tagging, and displaying of donations.
- r. Keep current copies of the following: volunteer sign in sheet, volunteer information sheet, policies and procedures, (SOPs), volunteer handbook, employee contracts, calendars, etc. and make copies as needed.
- s. Handle all telephone calls and customer complaints, concerns or inquires. Be firm yet flexible! Cashiers and volunteers are to assist answering the phone when necessary. Manager should also preview answering machine messages daily and return calls as necessary along with keeping the answering machine message up to date.
- t. Notify the Thrift Shop Advisory Council when an employee or volunteer is not following the Policies and Procedures as outlined in their positions. Log this in a file.
- u. Follow through with the Manager Job description and also ensure that the Assistant Manager and Cashier are also following thru with their job descriptions.
- v. Be responsible for following established AFOSC and AFOSC Thrift Shop policies and procedures.
- w. Every pay period submits the work hours for all thrift shop employees on an Excel spread sheet via email to the Thrift Shop Liaison or 2<sup>nd</sup> VP and fax to the bookkeeper.
- x. Immediately report any breach of Thrift Shop security to Security Forces.

#### **5) PUBLICITY CHAIRMAN**

- a. Post "OPEN" signs in the front of the store during operating hours (can also reserve marquees through the base for special events).
- b. Send e-mail to JBAB Public Affairs to advertise hours or special sales in base paper as needed.
- c. Coordinate with the Thrift Shop Liaison and AFOSC Publicity Chairperson to advertise Thrift Shop news on the AFOSC website and in the AFOSC Protocall.
- d. Post pictures and sales on the AFOSC Thrift Shop Facebook page.
- e. Distribute flyers around JBAB as needed for added publicity.

#### **6) RECORD and STORAGE PROCEDURES**

- a. Maintain Thrift Shop records as follows: Hard copies of monthly check register, individual monthly sales, daily input sheet, cash register receipts, and deposit slips, audit reports, ledgers, and IRS tax forms – 7 years. Employee contracts/records are kept indefinitely.