



Job Title: CAPTAIN's Treasures Assistant Manager (Part-time, Non-Exempt)

Program: CAPTAIN's Treasures

Job Category: Associate

Provides program, clerical or janitorial support to Directors or Managers. Duties will be program specific and may include employee/volunteer scheduling, recording and inputting data, working with clients/customers, stocking shelves, accepting payments by cash, check or credit card, cleaning.

Reports to: CAPTAIN's Treasures Manager

Job Summary: The Assistant Manager at CAPTAIN's Treasures next-to-new shop helps to ensure a positive cash flow to support the programs of CAPTAIN Youth and Family Services. This position is responsible for the day-to-day operations of the Shop and providing a positive customer experience. The Assistant Manager is also responsible for the store in the absence of the Manager. Some of these responsibilities include:

Duties and Responsibilities:

- Accept, sort, price, tag and display donated merchandise. Provide receipts to donors. Manage donation limit control and merchandise quality.
- Perform cashier function, tally receipts and make deposits at the bank. On Monday's take deposit paperwork, vouchers, PO's and any other essential paperwork to CP office.
- Provide exceptional customer service to all customers and donors. Ensure that all staff and volunteers are providing the same exceptional customer service. Handle customer concerns/complaints in a professional manner.
- Perform light cleaning duties such as dusting, vacuuming, straightening stock, etc.
- Work with volunteers to ensure a fulfilling volunteer experience. Enter volunteer hours daily into NEON database.
- Provide direct support to the Family Development program by honoring vouchers and ensuring that all program participants are treated with dignity and respect.

- Apprise Shop Manager of any and all incidents on a routine basis. Fill out Incident Reports when needed.
- Perform other related work as assigned by the Shop Manager.

REQUIRED SKILLS:

- Above average verbal communication and customer service skills.
- Positive, “can-do” attitude coupled with strong work ethic.
- Self-starter requiring limited supervision.
- Ability to work in a team setting and accept constructive criticism.
- Ability to direct sales associates and volunteers
- Excellent organizational and interpersonal skills, flexibility and initiative.

QUALIFICATIONS:

- High school diploma or equivalency.
- A minimum of two years of retail experience preferred.
- Must be able to lift and carry twenty pounds.

EMPLOYER DISCLAIMER:

- Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their direct supervisor.
- This job description does not create an employment contract, implied or other than an “at will” employment relationship.

Employee Signature: _____

Date: _____

Direct Supervisor Signature: _____

Date: _____