



Second hand goods, First hand savings

CO-MANAGER JOB DESCRIPTION

The manager of Second Life Resale Shoppe must be a person equipped with managerial qualifications and have communication skills to work with volunteer workers and customers. It is the manager's responsibility to carry out the mission of the store.

Manager's expectations and duties:

1. Implement the vision of the store.
2. Carry out all the functions explained in the Daily Operational Guidelines attached to this document.
3. Be responsible for opening and closing the store.
4. Meet regularly with department heads and volunteer workers.
5. Make weekly schedules for volunteers, and post these schedules on the main bulletin board.
6. Oversee the daily operation of the store, assisting the department heads and volunteer workers with related tasks.
7. Establish positive and encouraging morale with volunteers, store neighbors and customers.
8. Open each day with prayer at approximately 9:15 a.m.
9. Seek creative marketing endeavors.
10. Organize special sale days, for example – Grand Opening, Moonlight Madness, Thanksgiving, Christmas, Change of Seasons, Halloween, Customer Appreciation Day, 1st Anniversary, July 4, Graduation, Easter, St. Patrick's Day, Mothers Day, Memorial Day, Labor Day, New Years' Day, etc.
11. Attend all Second Life Board meetings. Present a monthly written report to include the successes, needs, activities and the financial operation. Also give the financial success of each department.

12. Keep a volunteer log which includes the name of the volunteer, date worked and hours worked.
Submit confidential volunteer concerns to appointed board members.
13. Be able to make decisions regarding theft. Contact local police and appointed board members.
14. Meet monthly with all department heads to share concerns, successes and areas that need improvement as well as to express gratitude.
15. Balance all daily receipts with register receipts. Keep enough cash in the store's safe for the next day's operation. Drop all daily money in the bank each day.
16. Each manager will undergo a performance evaluation:
 - a. Year 1 – Two evaluations by Second Life Board
 - b. Year 2 and beyond – Annual evaluation
17. Responsibilities must be carried out in a positive atmosphere showing no favoritism. You must not engage in gossip or in any demeaning reflection of others both inside and outside of the store. All volunteers and customers are to be treated with high regard.
18. The manager must have the desire to visit other thrift/resale stores and continually learn with and from them.
19. All attempts should be made to make the store upscale with quality merchandise.