



## JOB DESCRIPTION

**Title:** Team Lead

**Reports to:** Thrift Store Manager

**Department:** Thrift Store

**FLSA Status:** Full Time; Non-Exempt

### **GENERAL SUMMARY:**

The HEP Thrift Store Team Lead is responsible for overseeing daily thrift store operations, supporting staff and volunteers, ensuring excellent customer service, and maintaining an organized and efficient retail environment. This role assists the HEP Thrift Store Manager with inventory management, merchandising, sales tracking, staff and volunteer supervision while upholding the mission and values of HEP.

### **PRINCIPLE DUTIES AND RESPONSIBILITIES:**

- Oversee daily store functions, including opening and closing procedures
- Assist with processing merchandise, researching items online, pricing items and placing items on the sales floor
- Maintain attractive and organized displays to maximize sales
- Maintain a safe and clean working environment for staff, volunteers, and customers
- Monitor stock levels and assist with inventory rotation and markdowns as needed
- Run sales reports, make sure cash registers are working properly, ensure enough cash available for store, ensuring accurate handling of cash/credit transaction and daily reconciliation, delegate tasks to other staff as needed
- Foster a positive and productive work environment
- Supervise, train and support staff members and volunteers
- Complete all tasks as assigned by the Thrift Store Manager in a timely fashion
- Maintain confidentiality regarding any matters pertaining to HEP or the Thrift Store
- Assist customers with loading and unloading furniture
- Schedule pickups and deliveries as needed
- Report damaged products, customer feedback and complaints to the Thrift Store Manager
- Promote and encourage excellent donor and customer relationships
- Ride with Truck Driver on pick-up trips when necessary
- Load and unload truck, placing, and securing items
- Assist with loss prevention efforts
- Lead by example in professionalism, teamwork, and adherence to store policies and OSHA safety requirements
- Attend management meetings as necessary and completing all required trainings
- Responsible for Thrift Store operations and management when Thrift Store Manager is offsite
- Performance of all other duties as assigned by the HEP Thrift Store Manager
- Weekend and holiday availability is required



**EDUCATION, KNOWLEDGE AND SKILLS:**

- High School diploma or GED and/or relevant experience
- On year of previous retail, customer services, or leadership experience required
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic and economic groups
- Superior customer service is a priority
- Ability to multi-task and prioritize
- Ability to work in a fast-paced environment
- Warehouse experience preferred
- Effective verbal and written communication skills
- Confidentiality is a MUST
- Ability to work individually and in a team setting
- Comfortability with the public as well as volunteers
- Easily adapt to change
- Comfortability with basic Microsoft Office Suite programs

**WORKING CONDITIONS:**

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions
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- Ability to lift up to 30 pounds with ease. Anything over 30 pounds requires a team lift
- Continuous use of arms, hands, continuous bending, reaching and twisting and on feet up to 100% of shift
- Must be able to successfully pass a background check level 1, MVR check, drug and alcohol screening

*The above declarations are not intended to be an “all-inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job and be a reasonable representation of its activities.*

*HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.*

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Employee Signature

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Date