



JOB DESCRIPTION

Title: Thrift Store Manager

Reports to: Executive Vice President of Operations

Department: Thrift Store

FLSA Status: Exempt; Full Time

The Thrift Store Manager is responsible for overseeing the daily operations, financial performance, staff supervision, donor relations, and customer service functions of the HEP Thrift Store. This position plays a critical role in generating revenue to support the organization's mission while maintaining a welcoming, organized, and mission-driven retail environment. The Thrift Store Manager provides leadership to staff and volunteers, ensures operational efficiency, manages inventory flow and merchandising, and promotes a positive shopping and donation experience for customers, donors, and community partners.

PRIMARY JOB DUTIES AND RESPONSIBILITIES

- Oversee the daily operations of the HEP Thrift Store, including opening and closing procedures.
- Ensure the store is clean, safe, organized, and properly maintained.
- Monitor sales performance and implement strategies to improve profitability and customer engagement.
- Supervise, train, coach, and support Thrift Store staff and volunteers.
- Create and manage employee schedules to ensure proper store coverage.
- Foster a positive, collaborative, and mission-focused work environment.
- Maintain appropriate inventory flow, pricing structures, and stock rotation.
- Coordinate donation pickups, intake, sorting, processing, and retail floor distribution.
- Build and maintain strong relationships with community donors and supporters.
- Address donor inquiries and customer concerns professionally and promptly.
- Implement and monitor loss prevention procedures.
- Address operational issues and resolve customer concerns in a professional manner.
- Conduct staff meetings and assist with performance management processes.
- Ensure employees and volunteers understand operational expectations and customer service standards.
- Prepare reports related to revenue, donations, and operational trends.
- Ensure proper cash handling, deposits, register reconciliation, and financial accountability.
- Assist leadership with annual budget planning and financial forecasting.
- Oversee visual merchandising and product presentation to maximize sales.
- Formulate pricing policies, create sales promotions, and ensure pricing consistency and quality control standards.
- Identify high-value items and coordinate online sales or specialty resale efforts as appropriate.
- Support community outreach efforts and donation drives as needed.
- Create a marketing strategy.



- Ensure compliance with organizational policies and safety standards.
- Report facility, maintenance, or security concerns promptly.
- Ensure proper handling and disposal of unsellable items.
- Take a hands-on approach by assisting with registers, cleaning, and daily tasks as needed.
- Available to work Saturday shift when needed.
- All other duties as assigned by the Executive Vice President of Operations.

EDUCATION, KNOWLEDGE & SKILLS REQUIRED

- High School Diploma or GED required; Associate's or Bachelor's degree preferred.
- At least one year of retail and management experience.
- Superior customer service.
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic and economic groups
- Proficiency in Microsoft 365.
- Engaging, building and maintaining positive relationships with staff, clients, customers, volunteers, donors, and the community.
- Bilingual in Spanish a plus but not required.
- Excellent verbal and writing skills.
- Budgeting and reporting.

PHYSICAL DEMANDS & WORKING CONDITIONS

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions.
- Standing, walking, bending, reaching, pushing, pulling, moving, long periods of time on feet, etc.
- Ability to lift 35 pounds with ease; Anything over 35 pounds requires a team lift.
- Walking on uneven surfaces around the HEP campus.
- Valid, clean Florida driver's license.
- Must be able to successfully pass a background Level 1, motor vehicle registration, drug, and alcohol screenings.

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.

Employee Signature

Date