

---

**Position Summary:** *Manage the day-to-day operations of the SAAFE Shoppe resale store, which provides additional funding for program services and the promotion of services provided by the SAAFE House.*

---

## **Resale Manager**

### **Qualifications:**

- High School Diploma or Equivalent
- One-year work/volunteer experience
- Retail and/or supervisor experience preferred
- Bachelor's degree preferred
- Bilingual preferred
- Must have reliable transportation and current auto insurance as required by the State of Texas

## **Essential Duties and Responsibilities**

### **Serve as Resale Associate to include:**

- Prepare donated items for sale to include sorting and steaming as needed
- Price items for resale
- Neatly display items in appropriate racks/shelves on the retail floor
- Maintain general cleanliness and basic maintenance of the resale and reception areas on a daily basis
- Assist customers in locating merchandise
- Check out customer merchandise
- Open, close, and balance cash drawer on a daily basis
- Verify outgoing donation records for client service advocates and volunteers

### **Personnel**

- Oversee the functions of the resale and reception team and provide backup services as needed
- Facilitate weekly meetings with the resale and reception staff
- Assist the Executive Director in effectively recruiting, hiring, training, evaluating, monitoring, dismissing, and making recommendations for promotions of the resale and reception team
- Conduct monthly one-on-ones with resale/reception staff
- Oversee scheduling of the resale shop and front desk to ensure coverage during all business hours

### **Development:**

- Work with the Executive Director to establish and carry out annual goals and plans for increasing sales and visibility of the resale shop in the community.
- Assist in maintaining the revenue-generating benefit of the resale shop through sales, marketing, and promotions.
- Attend pertinent agency development meetings to provide a representation of reception and resale programs and procedures
- Work with the Executive Director to develop & maintain policies and procedures to ensure optimal operation
- Monitor operations and expenditures to ensure fiscal accountability, including end-of-the-year inventory.
- Assist in planning, evaluating, and implementing an annual budget for the resale shop to keep it self-sufficient and income-generating

### **Program Support:**

- Adopt and practice the agency model of open, honest, and ethical communication and communicate effectively with clients, customers, and other staff members
- Attend training approved by the Executive Director to maintain proficiency in job responsibilities
- Attend meetings pertinent to job performance
- Collaborate with volunteers and the Volunteer Coordinator to provide reception and resale support services, including assistance with donation maintenance and reception coverage.
- Create and maintain a job manual specific to the functions and procedures of the Executive Director
- Maintain resale supply inventory and prepare office supply requisitions as needed
- Ensure completion of an annual inventory of Elite Repeat
- Oversee rotation of displayed items in the Elite Repeat display window

**Public Relations:**

- Oversee quality controls related to customer service in the resale shop and reception area
- Attend agency sponsor community events as needed

**Building & Equipment Maintenance:**

- Monitor safety and cleanliness inside and outside of the physical structure and report concerns to the Administrative Assistant.
- Oversee maintenance of all resale and reception equipment and report concerns to the Administrative Assistant.

**Personal Skills:**

- Ability to understand and comply with confidentiality policies
- Requires good verbal and written communication skills
- Ability to handle multiple tasks and prioritize workload
- Ability to organize work area
- Ability to remain calm while coping with crisis situations
- Ability to be flexible and change duties with short notice as needed
- Ability to work independently without supervision

**Physical Sensory:**

- Ability to walk, stand, kneel, push, stoop, reach above the shoulder, bend repeatedly, grasp, pull, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift, and carry under 45 lbs., perceive depth, operate a motor vehicle and operate motor equipment
- Ability to stand for extended periods of time
- Conditions include working closely with others, working alone, working while children are playing close by, working protracted or irregular hours

**Supervisor:** Executive Financial Director  
**Work Schedule:** Regular Schedule Hours Monday – Friday 8:30 – 5:00  
**Primary Work Location:** Huntsville Office, SAAFE Shoppe resale store  
**Status:** Non-Exempt, Full Time

---

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as exhaustive of all responsibilities, duties, and skills required for the position.*

---