Since our founding in 1969, Community Action House (CAH) has been the focal point of community efforts to provide critical support and pathways out of poverty for our neighbors in need. We do so with a client-centric approach that meets people wherever they are at, and offers services that enhance ownership and agency. Compassion, excellence, and collaboration are core values.

Position Details
CAH is seeking an enthusiastic and team-oriented leader to join a fast-paced environment, ready to support a dynamic and diverse team committed to delivering excellence for donors, customers, volunteers, and a larger community. The Thrift Store Team Leader will assist in guiding & supporting staff and volunteers, as well as the day to day operations of the Thrift Store. Connecting community contributions and donations with thrift store customers in a well established thrift market landscape, the Team Lead will work with the Business and Logistics Manager and Assistant Manager to support the vision of Community Action House; maximizing profitability to financially support CAH’s community outreach, while promoting a culture that encourages and empowers dozens of CAH volunteers and CAH Staff. The Community Action House Thrift Store is an essential funding source for food security programs, and provides resources for clients and the community at large.

This is a full time, exempt position. Weekend availability on a rotating schedule is required.

Responsibilities
- Ensure customers, volunteers and staff are supported and have questions answered
- Operate a computerized cash register
- Act as a liaison between the Resale and Logistics teams to help determine the value of donations and assist in merchandising products for resale
- Help oversee the merchandise on the sales floor, including lifting furniture & stocking displays
- Create and design effective signage for the store floor
- Ensure daily sales records and deposits are done accurately and in a timely manner
- Assist in the recruitment, scheduling and training of volunteers for all areas of resale operations
- Work with Managers to analyze sales data and marketing to determine the most efficient and effective sales practices/layouts

Essential Duties
- Direct the flow of product from production area to sales floor
- Be the first to step up when situations arise
- Assist volunteers, staff and customers
- Evaluate processes/procedures effectiveness in reaching sales and program goals
- Research resale marketing trends and new product ideas
- Attend CAH staff meetings and trainings
- Rotating weekends (required)

Competencies
● Strong interpersonal skills
● Ability to solve problems that are ambiguous in nature
● Ability to network effectively
● Ability to manage, encourage, and empower staff & volunteers
● Training of others
● Multi-tasking

Skills
● Proficient skills in Microsoft Word, Excel and Publisher systems
● Proficient skills in Google suites
● Proficient in social media skills
● Bilingual in English/Spanish preferred

Experience
● Preferred experience in manufacturing, business, and/or retail management
● Oversight of employees and volunteers preferred

Qualifications/Education/Knowledge
● Bachelor's degree and/or 2-3 years experience leading people in manufacturing or retail
● Must pass a criminal background check

Physical Factors
● This position requires sitting at a desk and working on a computer
● This position requires the ability to lift heavy objects (50-75 lbs. +) on a regular basis to support resale operations, cover for staff absence, and to assist with customer purchases/donations

Compensation
Salary is commensurate with experience, and is eligible for a comprehensive benefits package.

Application Process

To Apply, please submit a resume and cover letter as PDF documents to the submission form at communityactionhouse.org/jobs - only submissions made via the link on that web page will be guaranteed consideration and review. Thank you.

Equal Opportunity Employer

CAH is committed to creating a diverse work environment and is proud to be an equal opportunity employer. We do not discriminate on the basis of race, color, national origin, sex, gender identity, religion, sexual orientation, age, disability, parental status, veteran status, or any other protected status under applicable laws. We encourage applicants of all backgrounds to apply.

Note: This description is a description of the typical duties of this position, and is not intended to be a comprehensive list of all duties. Job incumbents may be asked to perform other duties as required.