



Thrift Store Coordinator

Job Description

Job Site:	The Center Thrift Store
Address:	4504 California Ave SW, Seattle, WA 98116
Reports to:	Thrift Store Manager
FLSA Status:	Full-time; Hourly, non-exempt
Compensation:	\$20.76 - \$28.13 hour
Hours:	Sunday through Thursday (flexible/subject to change)

Position Summary

The **Thrift Store Coordinator** is an organized, proactive, and adaptable individual who plays a key role in ensuring the smooth and efficient operation of the Thrift Store. This position is responsible for overseeing day-to-day operations, providing outstanding customer service, coordinating staff and volunteers, and maintaining a clean, safe, and welcoming environment. The coordinator is also instrumental in supporting the growth of the volunteer program, assisting with technology upgrades, and improving operational efficiency. Additionally, the role involves contributing to merchandising, donation intake, processing, and community engagement efforts. This role is ideal for someone eager to develop their skills and grow into a leadership position, with the potential to succeed the current Thrift Store Manager.

Duties & Accountabilities

- **Customer Service:**
 - Deliver exceptional service to customers, donors, and volunteers, ensuring a welcoming and inclusive environment.
 - Assist customers with purchases, returns, and inquiries in a friendly and professional manner.

- **Donation Management:**
 - Oversee the intake, sorting, and processing of donations, ensuring quality standards are met.
 - Collaborate with donors to unload vehicles and provide donation receipts as needed.
 - Dispose of unusable donations according to organizational policies.

- **Merchandising:**
 - Price and display merchandise, leveraging knowledge of high-quality, vintage, and antique items.
 - Maintain a well-organized and visually appealing sales floor.

- **Operations Support:**
 - Collaborate with the Thrift Store Manager to address safety, maintenance, and supply needs.
 - Implement and follow cash handling policies for sales transactions.
 - Monitor inventory and report discrepancies or needs promptly.

- **Event Support:**
 - Provide additional staffing and operational support for community events such as West Seattle Summerfest.
 - Assist with special sales and promotional events to drive community engagement and revenue.

- **Volunteer Coordination:**
 - Help manage the increased volunteer needs, ensuring sufficient coverage for store operations and events.
 - Provide training, guidance, and support to volunteers to ensure alignment with organizational goals.
 - Enhance volunteer engagement through recognition, communication, and empowerment.

- **Technology Upgrades:**
 - Assist in implementing and managing technology solutions to streamline store operations, including Clover point-of-sale (POS) systems or inventory tracking software.
 - Help train staff and volunteers on new technology to ensure effective use and efficiency.

- Collaborate with the Thrift Store Manager to assess and recommend technological improvements as needed.
- **Facility Maintenance:**
 - Ensure the cleanliness, safety, and organization of the store and donation areas.
 - Report maintenance concerns or hazards to the Thrift Store Manager promptly.

Skills and Abilities

- Strong organizational and time management skills, with the ability to multitask and prioritize effectively.
- Excellent communication and interpersonal skills, with the ability to interact positively with customers, seniors, and other stakeholders.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook) and other relevant software such as Canva.
- Experience with cash-handling procedures (including checks & credit cards).
- Experience supervising staff or volunteers is preferred.
- Ability to maintain confidentiality and exercise sound judgment.
- Ability to work in a fast-paced environment and handle stressful situations calmly and professionally.

Other

- **Language Skills:** Proficient in English to read organizational documents, write reports, and communicate effectively with staff, customers, and volunteers, including those with hearing impairments.
- **Physical Demands:** Depending on assignment, may be required to: (1) use hands for sorting, handling, and reaching items; (2) move around the store and frequently lifting and carrying of items up to 30 pounds; (3) stand for prolonged periods; and (4) perform repetitive hand movements and handle various physical tasks.
- **Work Environment:** The work environment includes greeting members and guests and it is important to be aware that focused administrative tasks will often be interrupted. At times there will also be an increased level of noise and high people traffic. The ability to multi-task is helpful in this position.

Compensation

- The budgeted salary range for this position is \$43,200 - \$58,500. Actual salary will be commensurate with experience.
- Benefits include health insurance, retirement savings plan (with company match), and generous paid time off.

Ready to make an impact?

- If this sounds like you, we'd love to hear from you. Apply today and tell us how you see yourself helping us achieve our mission. Send resume and cover letter to: info@wscenter.org.