

## JOB DESCRIPTION

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**Title:** Assistant Store Manager

**Classification:** Full-time Hourly

**Reports to:** Store Manager

**Starting Pay:**

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### MISSION

The Mustard Seed has been planted to support Christian organizations that assist with healing and/or prevention of childhood sexual abuse, and to be a gateway for survivors to access resources to facilitate healing.

### JOB SUMMARY

Our Assistant Store Managers support the store manager in the daily business operations of the store including training and supervising employees, interacting with customers, managing inventory levels and handling any other task assigned by the store manager.

### RESPONSIBILITIES include but not limited to

- Coach and support new and existing Care Associates
- Greets and assists customers in a positive, approachable manner
- Answers questions and resolves customer inquiries and concerns
- Works in collaboration with store manager to achieve goals
- Assumes management responsibilities in absence of Store Manager
- Maintains a presence in the store by providing excellent customer service
- At the direction of the Store Manager, supervises, trains, and develops Care Associates
- Prepares necessary reports
- Assist in training and leading the staff, providing leadership and direction in concert with the manager and all Mustard Seed Policies and procedures.
- Oversees all Mustard Seed safety practices and assists in inspections and reports as needed.
- Filling out reports, filing disciplinary action and other requested documentation
- Identify and organize staff for specific job duties to maximize individual talents for greatest benefit to the Mustard Seed.
- Fosters an environment among the staff and volunteers which is mission focused and upholds all ethical standards found in Mustard Seed Code of conduct and ethics policies
- Actively pursues targets and objectives.
- Practices conflict resolution as conflict arises internally and externally.
- Role model appropriate behaviors, attitudes and expectations

- Motivates staff to do their best
- Sorts, prices, and prepares items for sale
- Ensuring stock rotation
- Manages cash drawers and prepares daily deposits.
- Provides customer service that reflects Mustard Seed values and expectations
- Resolving issues or complaints with customers/guests

## **QUALIFICATIONS AND SKILLS**

- Proven experience as a Retail Assistant Manager or similar position
- Ability to work flexible, full-time schedule to include days, evenings, weekends and holidays
- Excellent Skills in operating personal computers, POS systems, and various software packages including MS office
- Ability to learn and adapt quickly in a fast-paced environment
- Ability to operate independently and with discretion, and work effectively under pressure
- Demonstrates an inspirational attitude that contributes to a positive team environment
- Ability to effectively communicate with customers and store personnel
- High school diploma or equivalent required
- One year retail management experience preferred

## **PHYSICAL REQUIREMENTS**

- Ability to regularly lift up to 25 lbs(and occasionally, up to 55 lbs.) from floor level to above shoulder height.
- Must be able to meet demands of frequent walking, standing, stooping, kneeling, climbing, pushing, pulling, and repetitive lifting, with or without reasonable accommodation