



**S.A.R.A.'s Treasures
THRIFT SHOP SHIFT SUPERVISOR
JOB DESCRIPTION / REQUIREMENTS**

A Successful Shift Supervisor will demonstrate the ability to:

- * Work cooperatively and effectively, performing duties necessary to the daily operations of S.A.R.A.'s Treasures. Communicate effectively with the Manager, Assistant Manager, Executive Director & Board of Directors concerning the organization.
- * Work cooperatively and congenially, in a supervisory role, with other employees & volunteers of various ages and backgrounds. Demonstrate a positive attitude to changes, suggestions, and feedback.
- * Be courteous and helpful to all donors, customers, volunteers, employees and all other visitors to the shop.
- * Lift & carry up to 30 pounds regularly, bend & scoop multiple cat litter boxes, stand for extended periods of time, climb 3-6 foot ladders to reach items and cats.
- * Always arrive punctually to work and stay until all essential work is completed.
- * Handle cash accurately. Operate a computer, cash register, credit card machine and other shop equipment effectively.
- * Ensure shop is kept as clean, neat and safe as reasonably possible.
- * Thoroughly learn S.A.R.A.'s mission, and be able to explain it accurately and with enthusiasm to customers, visitors and volunteers.
- * Thoroughly learn S.A.R.A.'s Policies and Procedures, and be able to explain them accurately to volunteers and new employees.
- * Politely and firmly refer inquiries about unwanted or stray animals to appropriate agencies/organizations in a prompt and concise manner.
- * Recruit and assist in training volunteers. Except in case of emergency, ensure that volunteers are appropriately trained and of appropriate age before leaving them alone in the shop for any length of time.
- * Remain pleasant and supportive to everyone, while working in an environment which can be stressful at times.

- * Demonstrate creative thinking and ability to make both independent and collaborative decisions. Show initiative and make suggestions to improve the organization's efficiency and productivity, while understanding that not all suggestions are able to be implemented. Demonstrate an understanding and commitment to the success of SARA and it's mission.
- * Be available and willing to work any day or shift, including weekends and holidays. Usual schedules are 2 to 5 Six hour shifts per week. Additional shifts may be required or available occasionally.
- * Work at all parking lot sales at S.A.R.A.'s Treasures held one Sunday a month from April through September.
- * Be available and willing to provide approximately 2 hours of cat care on Thanksgiving and/or Christmas and be open to work on all other holidays.
- * Volunteer for major cleaning and re-organizing projects 1 to 2 times per year.
- * Be reasonably available to cover shifts in situations of staff shortages, sick leave, vacation & emergency situations.
- * Outside of work hours spread the word about our mission to the public away from work. Be willing to hang posters, put out donation jars and brochures and maintain them.
- * Price merchandise for sale in the thrift store using good judgment about quality and salability without influence of personal taste. Ask for help/clarification from Manager/Assistant Manager when needed.
- * Care for shop cats with love and scrupulous attention to: appropriate feeding, administering medications, proper cleaning of cat areas (with attention given to all matter coming from litter boxes), following strict guidelines for cleaning of quarantined cat areas, checking for signs of illness (including ear mites, fleas, URI (coughing, sneezing, discharge from eyes/nose), diarrhea, stress etc.). Communicate to Manager/Assistant Manager any concerns immediately.
- * Protect shop cats from excessive or rough handling by customers or children. Protect shop cats from dangerous situations within all areas of shop and warehouse.
- * Screen potential cat adopters while conveying S.A.R.A. policies for adoptions, and communicate effectively with Manager/Assistant Manager your opinion of a potential adoption.
- * Dress in casual clothing (with no holes or offensive messages) appropriate for a retail environment. See dress code for additional detailed information.
- * Other duties as assigned by Shop Manager, Assistant Manager or Executive Director

QUALIFICATIONS:

Good communication skills.

Valid driver's license with good driving record

Working telephone with message capability
Retail experience.
Owning a reliable vehicle
Owning a functional computer with daily e-mail capabilities.
Be reasonably proficient with computers and office software.

ASSETS:

Fund raising experience.
Animal care experience
Cell Phone

SARA 056
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