



THRIFT SHOP LEAD

Position Overview

The Thrift Shop (TS) Lead oversees the daily operations of the NMCRS Thrift Shop. The Program Lead is appointed by and serves under the Chair of Volunteers, in consultation with the Director, and in close cooperation with the TS Shift Coordinators.

Core Responsibilities

- Supervise the recruiting, scheduling, training, and mentoring of TS program volunteers
- Promote feedback and recognition on an ongoing and periodic basis
- Serve as member of the Leadership Board
- Provide program information as requested by the COV and Director
- Monitor status of program volunteer training
- Review program volunteer records for accuracy of hours served and eligible reimbursements on a monthly basis
- Disseminate Society information to program volunteers
- Manage TS operations, in consultation with COV and Director, to ensure all TS policies and procedures are met and adequate physical condition/cleanliness of TS is maintained
- Oversee TS publicity, including publicity of hours, sales, and special events
- Manage TS pricing structure and monitor related community resources for referrals, pricing, and disposal of inventory
- Ensure Consumer Product Safety Commission recalled items are removed from TS
- Ensure sale of military uniforms and uniform items are in compliance with Department of Defense and NMCRS guidelines
- Ensure compliance with established NMCRS internal control procedures when processing TS receipts

Attributes

- Ability to serve with Shift Coordinators
- Ability to adapt to the changing needs of the TS program
- Ability to maintain a nonjudgmental demeanor, objectivity, and confidentiality
- Ability to mentor, listen, and communicate
- Ability to operate in a fast-paced environment and prioritize time-sensitive situations
- Ability to present a professional, friendly, and objective appearance
- Ability to organize personnel and material resources
- Ability to identify with the mission and serve as a NMCRS Ambassador

Professional Development Objectives

- Level I Client Services Assistant TQS
- Thrift Shop General Worker TQS
- Volunteer Leadership Development Level I TQS
- Volunteer Leadership Development Level II TQS
- Remain current on programs, policies, and procedures and attend required training

Benefits

- Making a positive contribution
- Social networking and team building
- Skill building: Management, Retail Sales, Social Services

Time Commitment

- At the discretion of the volunteer while considering shop requirements
- Suggested 8 hours per week with a maximum of 16 hours per week
- Term of 12 months with a maximum of 36 months