

## Nearly New Shop Assistant Manager – Job Description

### Position Summary

The Assistant Manager Supports the shop Manager in overseeing everyday operations, leading and developing volunteers and delivering exceptional Customer Service. This individual is a key leader who supervises incoming consignments and donations and helps ensure that operations are efficient and consistent and follow current policies and procedures. This is a part-time position, up to 15 hours per week and hourly paid.

### Key Responsibilities:

- Assist the Shop Manager with daily intake, retail operations and shop appearance.
- Manage the shop when the shop Manager is unavailable.
- Open and close the shop on assigned coverage days.
- Lead, motivate, coach and develop new volunteers.
- Work collaboratively with other staff and volunteers.
- Monitor intake, create consignor accounts and maintain accurate inventories of those accounts.
- Manage the overall workflow of the shop and carry out directives given by the shop Manager.
- Discuss with the shop Manager when any decisions must be made that have financial impact.
- Provide outstanding customer and consignor customer service.
- Resolve customer and/or consignor concerns professionally.
- Complete administrative and operation tasks, as assigned.

### Preferred Experience and Skills:

- Strong organization, communication and problem- solving skills.
- Cash management and loss prevention.

- Demonstrated ability to motivate and lead.
- Inventory and merchandising.

Required Experience and Skills:

- Basic computer and Point-of-sale (POS) system and Microsoft Office usage.  
Advanced computer and technical skills required.

Work Requirements:

- Ability to perform opening and closing responsibilities.
- Ability to work a flexible retail schedule, including Saturdays and holidays.

Qualifications:

- Must agree to a background check and required Safe Church Training.

Interested individuals should forward a cover letter and resume to  
[nearlynew@saintannsoldlyme.org](mailto:nearlynew@saintannsoldlyme.org).