



Northwest Christian Thrift Store
6607 North Maple Street
Spokane, WA 99208
(509) 326-1522

Retail/Sales Floor Supervisor

Reports to: Thrift Store General Manager

Location: NWCS Thrift

GENERAL AREA OF RESPONSIBILITY

The Retail/Sales Floor Supervisor is responsible for ensuring exceptional customer service and a positive shopping experience for our customers. This position oversees front-of-house activities including greeting and registers, supervising front-of-house associates, and driving sales with appealing displays and signage.

ORGANIZATION COMMITMENT

- Christian Commitment: This position shall model a life of personal commitment to Jesus Christ. He/she will agree to the Schools' Statement of Faith.
- Team Player: This position must demonstrate a flexible mindset when working on responsibilities, duties, and group projects. They shall demonstrate their leadership skills not from the top but as a team player who can serve effectively for another team leader.

JOB RESPONSIBILITIES

General

- Accountable for the daily operation of the sales floor, enforcement of cash controls and accuracy of cash register receipts.
- Ensure that proper attention is given to sales floor appearance to keep it clean and organized.
- Work with the production team to rotate merchandise (seasonal and old) and update prices according to markdown schedule and regularly communicate with Production Supervisor regarding overstock or available shelf space.
- Coordinate the cleaning and stocking of shelves and clothing racks as necessary and ensure merchandise is returned to the sales floor in a timely manner.
- Support store sales performance through appropriate and engaging displays and signage that promote sales and seasonal items.
- Confirm that register and sales floor supplies are stocked and communicate any purchasing needs to the General Manager.
- Handle security and loss issues as they occur.

- Perform opening and closing procedures for the store when scheduled on open and close shifts.
- Ability to step in for other supervisors when they are off duty.
- Other duties as assigned.

Team Management

- Attend department, organization and other meetings or training as required.
- Support General Manager in interviews for department employees.
- Supervise, train, coach, and evaluate front of house employees, including greeters, cashiers and sales floor associates.
- Discuss all employee issues with General Manager. Develop and implement corrective action plans when needed.
- Complete annual reviews for front-of-house employees.

Volunteer Management:

- Manage the full lifecycle of all volunteers including intake, training, coaching, and offboarding.
- Field any questions or inquiries from the community about volunteer positions.
- Report any concerns to the General Manager.

Safety and Compliance:

- Ensure the retail floor and entrance areas are kept neat, clean and free of safety hazards and report maintenance issues to the General Manager.
- Ensure safety procedures are understood and followed by all employees.
- Investigate and document any workplace incidents or accidents and assist in developing corrective actions to prevent recurrence.

Customer Service:

- Ensure outstanding customer service in all customer interactions and assist with questions or requests they may have.
- Address customer complaints and work to resolve them in a courteous manner following policy.
- Report customer complaints, issues, or general observations to General Manager, including the resolution.

QUALIFICATIONS

Experience:

- Supervisory experience in a retail or donation environment. (Required)
- Knowledge of cashiering procedures and cash controls. (Preferred)

Skills:

- Ability to delegate and organize.
- Excellent communication skills.

- Ability to make decisions and problem solve when issues arise.
- Must be able to multi-task.

Physical Expectations:

- Must be able to lift 50 pounds.
- Must be able to stand/walk for entire shift.
- Must be able to climb a ladder and stack boxes on shelves.

BENEFITS AND WORK SCHEDULE

- Compensation Range: \$18.00-\$20.00 per hour DOE
- Average weekly hours: 40 hours/week, schedule will include weekends
- Benefits: Eligible for benefits including medical, dental, and vision. Eligible for tuition discount
- Time Off: Paid time off including personal, vacation and holidays