

CHRISTIAN COMMUNITY IN ACTION, INC. (CCA)
POSITION DESCRIPTION: DORCAS SHOP MANAGER

Position Summary:

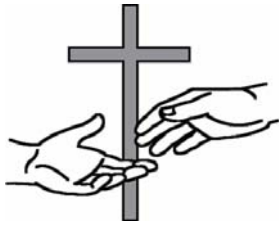
This position is responsible for conducting the daily operation of the Dorcas Thrift Shop, communicating and interacting with volunteers; encouraging, supporting and challenging volunteers; facilitating a safe and healthy working and shopping environment for customers, volunteers and staff; and generating funds for the Crisis Ministry arm of the organization.

Essential Functions:

- Work closely with the CCA staff and Executive Board to support the goals and mission of CCA.
- Compile monthly reports on sales for CCA Executive Board.
- Speak to groups about Dorcas Shop/CCA when needed and provide tours when appropriate.
- Develop, maintain, monitor and control expense budget for Dorcas Shop.
- Organize and conduct management meeting for Day / Assistant Managers, and for the volunteers and any special meetings when necessary.
- Provide updated policy, procedures and guidelines for the shop volunteers.
- Review the volunteers' job descriptions annually and update as needed.
- Recruit and interview prospective volunteers; coordinate with Day Managers on the appropriate day and task for new volunteers.
- Oversee the purchase of supplies for use in Dorcas Shop. Prior to ordering, clear all invoices exceeding \$1,000 (in writing) with the Executive Director or Board President during the absence of the Executive Director.
- Direct and monitor the daily register closing procedures. Coordinate with Administrative Bookkeeper in pursuing bad check violators as outlined by CCA Treasurer.
- Implement the strategic and long range planning.
- Perform additional duties requested by CCA President and Executive Director.

Other Duties:

- Develop e-commerce business in conjunction with volunteers with selected Dorcas donations.
- Maintain and periodically review the shop's pricing list.
- Coordinate with committees to create attractive and seasonally appropriate sales floor displays. Decide on dates for seasonal changeovers for the shop.
- Organize and advertise auxiliary sales events for the shop [(i.e., Founder's Day Sale (June 1) and Margaret Keller Birthday Sale (February 14) and other sales as deemed necessary].



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Other Duties (Cont'd):

- Contribute an article to the organization's monthly newsletter.
- Maintain list and approve donations made to other nonprofit agencies.
- Provide conflict resolutions for volunteers' and customers' problems. If necessary, consult with the Executive Director or Board President during the absence of the Executive Director.
- Be prepared to fill in for any volunteer position, if needed.

Supervisory Responsibility:

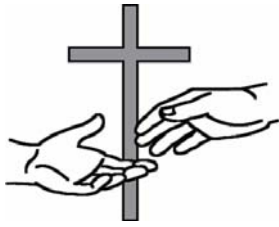
Provides functional guidance for volunteers needs. This includes Day / Assistant Manager.

Education and/or Experience:

Bachelor degree from a four-year college or university; preferred major course work in volunteer management, communications, sociology, psychology, human resources, social services, public administration. Minimum two years experience in work relating to the duties of the position required.

Skills Required:

- Knowledge of principles and practices of supervision including personnel management.
- Knowledge of the methods and techniques used in interviewing and counseling individuals.
- Ability to clearly explain roles and responsibilities to individuals and groups as well as plan, schedule and conduct orientations, meetings, trainings including public presentations.
- Ability to work with diverse personnel and provide diversity in the workplace.
- Ability to establish and maintain effective and harmonious working relationship with volunteers, staff and management to promote and support the CCA programs.
- Ability to communicate effectively, both orally and in writing.
- Ability to effectively handle difficult interpersonal situations, including tactfully handling angry and upset individuals and facilitate terminations of volunteers, when necessary.
- Ability to determine training needs of individuals, prepare training materials and evaluate the effectiveness of training.
- Ability to demonstrate proficiency in Microsoft Office applications.
- Ability to analyze data.
- Ability to physically perform the essential job functions.



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Physical Demands:

- Ability to lift objects weighing 35 pounds at a minimum and no more than 50 pounds.
- Ability to operate normal office equipment.
- Ability to travel. Must have a valid North Carolina Driver's License.
- Extensive use of computer.

Work Environment/Environmental Condition:

- Normal office environment, with occasional outside travel.

Prepared By:

Howard Manning, Executive Director
Eleanor Sun, Chairman of the Personnel Committee
Personnel Committee (Maude Arnold, and Phyllis Noble)

Approved By:

Bill Easter, President of the Executive Board
Board Members