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Assistant Courtyard Manager

Department: Finance and Operations
Supervised by: Courtyard Manager
Supervises: Courtyard volunteers when on duty
Status: Part Time, hourly (approx. 10 hours per week), non-exempt

Summary of Position:

The Assistant Courtyard Manager is a part-time employee position responsible for assisting the Courtyard Manager in the daily operation of The Courtyard, a volunteer driven donation/consignment shop supporting Wellness House.

RESPONSIBILITIES:

Retail Operations (98% of the position)

- Manage daily store operations including sales, opening and closing, balancing sales records and all other business operations.
- Develop and implement digital marketing strategies using social media platforms
- Assist with website maintenance including product descriptions, and managing integration with inventory software
- Problem-solve daily issues of store operation, including, but not limited to, identifying untagged items, maintenance and issues related to computers, printers, and other electronic devices and handling all phone inquiries.
- Utilize Liberty software to process consignment and donation items following Courtyard policies and procedure.
- Communicate with merchandisers regarding pricing, tagging, display and receiving of merchandise.
- Assist the Courtyard Manager in leading all volunteer staff in the delivery of high quality customer service.
- Assist in all aspects of managing volunteers, including, but not limited to, scheduling, orientation and training.
- Prepare and print reports for Merchandisers and the Courtyard Advisory Board.
- Strengthen the connection between Wellness House and The Courtyard with customers, consignors, and volunteers.
- Commitment to safety during COVID-19, including adhering to guidelines, wearing protective equipment, sanitizing surfaces, and ensuring customer and staff compliance.

Other (2% of the position)

- Protect organization's value by keeping information confidential.
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks.
- Perform general tasks and other duties as assigned.

Attendance at Meetings Required

- Attends Courtyard Advisory Board Meetings.
- Attends other Courtyard functions as scheduled.

Attendance at Events Required

- Annual Walk for Wellness House (a work assignment will be given).

Performance Measures:

- To be filled in each year during annual evaluation, by employee and supervisor.

Position Qualifications:

- Education: High School Diploma required, bachelor's degree is preferred for the position.
- Job Experience: Prior retail, customer service, computer experience, social media marketing highly preferred.
- Relationships: Experience maintaining relationships with all levels of constituencies.
- Special Knowledge & Skills: Advanced knowledge of the retail and consignment sectors specially related to regional geographic area, as well as a working knowledge of the primary aspects/objectives of the position such as retail and volunteer management.
- Excellent computer skills including ability to problem-solve and learn new programs, at a minimum must be proficient in use of Microsoft Word, Excel, Outlook and the Internet.
- Experience with consignment software and nonprofit Development highly desirable.
- Able to manage multiple demands in a courteous and proficient manner.
- Demonstrated written and verbal communication skills including the ability to deal with volunteers, consignors, and customers in a friendly and professional manner.
- Must have excellent problem solving and organizational skills.

Work Environment:

- The Assistant Manager works in a typical retail environment.
- Lifting and moving light materials and furniture up to 50 pounds is regularly required, as is additional light physical activity. Frequent to constant standing and walking throughout the workday.
- During COVID-19, our shop hours are reduced. This person's work schedule will look different during COVID-19 and they will likely work more days for fewer hours. Once regular hours are restored, this person will work 1.5 days per week, including some Saturdays. Able to work additional days to cover leave time for the Courtyard Manager.

Wellness House is an EOE.