



## THE THRIFT STORE – Benefitting the Club for Boys Job Description – Crew Supervisor

Effective 4/28/2025

**Job Summary:** Crew Supervisor is responsible for greeting and assisting donors and customers in a hospitable and expeditious manner; sorting, organizing, stacking, and categorizing all incoming donations; and preparing all items for the sales floor by unpacking and reviewing items to keep, cleaning, pricing and placing items in the store for sale.

The Crew Supervisor is responsible for all operations that take place on the Thrift Store lot, and supervision/training of Crew Members. Assists in hiring Crew Members, scheduling of Crew Members, and following disciplinary guidelines.

**Reports to: Manager**

**Supervises:** May be asked to supervise Jr. Retailers & Volunteers

### **Responsibilities and Duties:**

- Greet and assist donors and customers promptly and in a welcoming manner.
- Organize, appropriately stack, and categorize incoming donations.
- Process donations by unpacking; identify quality merchandise; sorting items to keep and placing items in the proper location – i.e.: books, linens, jewelry, clothing, etc.; cleaning soiled items; pricing items to produce maximum income; and helping properly display items on the sales floor.
- Interact professionally with donors, customers, other staff members, and volunteers.
- Use good judgment to independently prioritize all situations arising during the workday.
- Complete work assignments safely and expeditiously.
- Develop a vision to utilize floor space.
- Assist in answering the phones, taking pick-ups, and fulfilling caller's requests.
- At the end of the workday, prepare next day duties, clean area, and ready the work area for next day.
- Train incoming Crew Members on duties both in and outside the store.
- Practice safety procedures at all times and in all aspects while performing your job.
- Notify Management of any accidents while on the clock, including bodily and property damage whether it be Club property or a donor or customer's property.
- Oversee: merchandise in the furniture area, keep it neat, appealing and easily accessible.
- Oversee: keeping parking areas and outside perimeters of buildings neat, appealing and easily accessible. Assist with snow removal, oversee picking up trash and cigarette butts and landscape maintenance.
- Oversee: keeping carports and storage units clean, neat, and organized.
- Oversee/perform loading of baled clothes, shoes and linens in a timely manner.
- Oversee/scheduled pick-up and deliveries.
- Oversee/Perform maintain recycle program by sorting and storing all recycle items in their proper location.
- Oversee /Organize and store all items, boxes, and crates going into storage.
- Perform basic maintenance on buildings and equipment.
- Maintain safety, cleanliness and condition of all items in storage.
- Oversee/Perform all end-of-day duties. Close out tills 1 day per week.
- Oversee/Perform bringing clothing and seasonal boxes in as requested or needed.
- Oversee/Perform maintaining security of the perimeter and building including all lot gates, doors, entrances and exits at the time of closing.
- Oversee /Perform: Test and price appliances.
- Use good judgment to independently prioritize all situations arising during the workday.

- Run cash registers as necessary.

**Minimum Qualifications:**

- High school diploma or GED and 2 years experience in similar field.
- Must have a current, valid driver license and ability to obtain a commercial driver license (CDL).

**Skills:**

- Strong customer service skills and excellent verbal and written communication skills.
- Self-starter that is able to work independently and can stay motivated.
- Willingness to learn new skills and work collaboratively with others.
- Follow written and oral directions.
- Handle a variety of duties in an organized manner and follow up effectively.
- Have a wide range of knowledge of donated items and the ability to recognize vintage, antique, collectable, valuable items.
- Ability to multi-task, solve problems, work under pressure and meet deadlines.
- Must possess mature judgment, neat personal appearance, tact and discretion.
- Must be skilled at operating all Thrift Store equipment.
- Mechanical aptitude.

**Physical Requirement:**

- Ability to lift, maneuver, and carry medium to heavy objects (i.e. 10 – 50 lbs.).
- Must be able to stand for extended periods, bend, squat, kneel, climb, reach above shoulder level and lift from high to low positions.
- Good manual dexterity, good hand/eye coordination and good visual acuity.
- Climb ladders; operate hand tools, power tools, mechanical equipment, and vehicles.
- Outdoor work that will include summer and winter weather conditions typical to western South Dakota.
- Occasional exposure to fumes, odors, dust, mists, oils, chemicals, and equipment noise.
- Good physical shape.

**Work Specifics:**

- Full time, hourly non-exempt.
- Shifts can change due to business needs or the discretion of management.
- Weekends, special events, and selected holidays may be required.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an “at-will” basis.

*I have read and agree with the above job description.*

\_\_\_\_\_ Date \_\_\_\_\_  
 (Please Sign and Date)