



FieldHaven Feline Center

JOB DESCRIPTION

JOB TITLE: FieldHaven Marketplace Thrift Store and Champy's Catfé Manager

ACCOUNTABILITY: FieldHaven Board Member for the Marketplace

FUNCTION: The Marketplace Manager is responsible for overseeing all aspects of the thrift store operation including the scheduling and supervision of volunteer staff, acceptance of donations, sorting, pricing, and merchandising, cash management, and facility maintenance and cleanliness. In addition, they are responsible for coordinating the events at Champy's Catfé (including cat adoptions).

COMPENSATION: Competitive benefits and salary based on experience.

Do you get excited about upcycling and saving the planet while supporting cats in need in the Lincoln area? Do you love engaging with other retail establishments in a vibrant downtown area and thrive on collaborations? Are you hardworking and tenacious? We are looking for an energetic, passionate, creative, and forward-thinking individual to make our thrift store team one of Lincoln's best places to shop for treasures!

The Marketplace general manager oversees the general operations of the thrift store, is responsible for accurate reconciliation, bank deposits, following monthly budgets, meeting sales targets, managing the sales team to keep the thrift store organized, clean, and safe at all times.

The general manager is also responsible for facilitating the adoption of many cats and kittens at the Champy's Catfé adoption center (that is located within the FieldHaven Marketplace). This task includes ensuring the cleanliness of the cat adoption center and working with the volunteers who staff this facility.

In addition, occasional vaccine and microchip events will be held at Champy's Catfé and the store manager will need to coordinate with FieldHaven staff and volunteers as it relates to the planning and execution of these events.

This store manager position is located at FieldHaven's Marketplace and Champy's Catfé adoption center in downtown Lincoln. FieldHaven is a privately funded 501(c)3 non-profit organization that works for the betterment of our feline friends through advocacy and education. The Marketplace is the retail venue for FieldHaven and requires an individual who can act quickly and precisely in a dynamic environment. A high level of professionalism, flexibility, creativity, enthusiasm, organizational skills, customer relations ability, and attention to detail is required.

The ideal candidate will have a background of proven success in store management (bonus if it is a thrift store environment), strong retail and volunteer management skills, and the ability to collaborate with other stores, organizations, and businesses in our community.

Basic Responsibilities:

Store Management

- Ensuring the smooth, efficient, and profitable operation of the FieldHaven Marketplace through appropriate planning and implementation of various activities, new revenue opportunities, and projects.
- Preparing merchandise for sale by pricing and tagging all merchandise.
- Creating an attractive shopping environment including neatly stacking, shelving, and hanging clothing garments and other donated goods. Developing ideas for appropriate store displays and instructing the volunteers in the execution of these ideas is also necessary.
- Determining best use of square footage for revenue enhancement and make on-going adjustments as necessary.
- Enforcing pricing policies and recommended strategies for sales promotions to maximize sales.

- Establishing a system for purging items from the store to ensure a constant flow of new inventory.
- Coordinating business with outside vendors and contractors as needed.
- Ensuring all thrift store operations are in compliance with all Federal State, and local safety regulations and laws and FieldHaven policies and procedures.
- Willing to participate, with volunteers and other staff, various FieldHaven activities and local community events.
- Greeting customers and offering them assistance.
- Answering phone calls, customer inquiries, and handling customer complaints and conflicts in a sensitive and tactful manner.
- Directing the acceptance, sorting, and processing of donations, including providing donation receipts for tax purposes and thanking the donor.
- Willing to work a flexible schedule with irregular hours (Wednesdays through Sunday), including occasional evenings and be willing to fill vacant shifts or extend work hours as needed and approved by the managing Board Member.
- Willing to conduct any additional tasks, as need to ensure a positive public image enhance the operation of the organization, and improve the services of FieldHaven and the Marketplace.

Fiscal-Related

- Developing, implementing, and monitoring annual budget, fiscal revenue, expense and profit goals for store. Ensure that Marketplace expenses are in line with the budget.
- Maintaining and following appropriate procedures of cash handling such as deposits, sales, data entry, over-short/percentage, petty cash and complete required accounting reporting accurately and in a timely manner. This includes keeping accurate records of daily sales and monthly totals and report on these figures to the FieldHaven Accountant daily, weekly, and monthly as required.
- Processing sales transactions using Square on an iPad POS system.

Volunteer Management

- Recruiting, orientating, training, supervising, and directing of volunteers (including the processing of appropriate paperwork). Works with key volunteers to help resolve any issues that may arise.
- Scheduling and coordinating quarterly volunteer meetings.
- Working with Marketplace volunteers, cultivating their interests, and providing training and direction. This task also includes appropriate recognition of volunteers at frequent intervals.

Marketing

- Utilizing the internet and social media to advertise the store and promote the most expensive and highest demand items.
- Preparing monthly sales calendars and coordinating other special event promotions for the thrift store.
- Working in collaboration with volunteers and staff develop, implement advertising and/or promotional activities that will maximize store sales & assist in promoting FieldHaven fundraising efforts.
- Continually assess the current market ensuring appropriate merchandise for the area and clientele.
- Suggesting new ways to attract prospective customers through promotions & sales
- Being aware of the events of the Downtown Lincoln Association (DTLA) and be an active participant in this organization, including representing FieldHaven at DTLA monthly meetings and having the Marketplace be open during all major downtown events.
- Posting items to the FieldHaven Marketplace Facebook page to promote increased sales, and responding to page messages and comments in a timely, professional, and courteous manner.

Cat-Related/Champy's Catfé

- Caring for cats and kittens in our adoption center (food, water, litter pan cleaning, sweeping/mopping, etc.), including the facilitation of feline adoptions.
- Ensuring that the refreshment station in the Catfé, upon its reopening, is kept fully supplied with appropriate supplies (coffee, tea, water, etc.)
- Providing information about FieldHaven Feline Center, including the answering of any questions.

Cleaning & Maintenance

- Ensuring the thrift store, and the area immediately around the store, is always organized and clean, which includes sweeping, vacuuming, mopping floors, dusting shelves, cleaning bathrooms, washing windows, watering plants, etc.
- Overseeing the maintenance for all building functions including advising the supervising Board Member about needed building and equipment repairs and at the direction of the Board Member, coordinating building and equipment repairs as needed to ensure that the store always maintains the highest level of cleanliness.

Communication

- Maintaining regular communication with staff, co-workers, board of directors and volunteers. Prepare and present regular updates to board of directors including regarding thrift store activities, estate opportunities, significant store changes, etc.
- Participating in bi-weekly meetings with the supervising Board Member to provide updates on store activities and address and concerns.

Education, Experience, and Personal Characteristics:

- High School diploma or GED equivalent with additional training in Business, Sales, Marketing, or a related field preferred (but not required).
- Successful leadership experience in a retail environment preferred.
- Volunteer management experience is highly desirable.
- Excellent communication (verbal and written), public relations, supervisory and written skills.
- Ability to handle a cash register and Square devices on an iPad POS (including voiding transactions, discounts, etc.) and being able to teach others to do the same. Should also have excellent math/accounting skills and familiarity working with cash receipts.
- Knowledgeable in estimating value of donated commercial, collectible and antique items preferred.
- Understand retail concepts (gross/ net, sales, markdowns, specials, etc.)
- Skilled at managing multiple, concurrent projects and meeting deadlines. Be willing to take direction while yet being self-sufficient and demonstrating creativity, initiative, and follow-through. Demonstrating a willingness to take on new tasks and projects, and deal with changing priorities.
- Extensive computer experience using Microsoft applications, Social Media, wi-fi connectivity, and knowledge of retail equipment.
- Demonstrated ability to work independently, think clearly and problem solve.
- Willingness to learn and work with additional software specific to a retail and/or non-profit organization.
- Effective and tactful communication and interpersonal skills.
- Ability to build effective teams and motivate volunteers.
- Valid CA driver's license, with an automobile that is insured in accordance with state requirements and is in reliable working order.
- Self-motivated and is comfortable in a constantly changing environment.
- Reliable and accessible, even after working hours.
- Having a passion for making a difference in the Lincoln area (especially for felines and their owners).

Physical Demands:

- The ability to lift a minimum of 30 pounds without assistance and up to 70 pounds with assistance (including the capacity to move large items, such as furniture, around the store)
- Must be able to stand for long periods of time, and perform basic cleaning tasks such as vacuuming.
- Good mental and physical health with no animal-related allergies, especially to cats
- Ability to handle and care for cats and kittens, including feeding, providing water, cleaning litter boxes, etc.

Working Conditions:

- Full-time workweek, including weekends and evenings as scheduled, with intermittent overtime and/or evening work occasionally at sites away from the thrift store.
- While performing the aforementioned duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand, walk and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl and smell. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- Ability to pass a drug test and agree to both a background and credit check (with satisfactory results).
- Compliance with current FieldHaven Employee Policy Manual.
- Frequent contact with public in a fast-paced and changing work environment, which, at times, may be stressful or emotionally charged.
- Willingness to attend training programs and to upgrade skills as needed.

FIELDHAVEN FELINE CENTER RESERVES THE RIGHT TO REVISE OR CHANGE THIS JOB DESCRIPTION AS NECESSARY OR AS BUSINESS REQUIRES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT.

Date

Employee Acknowledgement