

JOB DESCRIPTION



JOB TITLE: VINE Home Thrift Store Manager
CLASSIFICATION: Full-time, Exempt
REPORTS TO: Director of Transportation & Retail Operations
LAST UPDATED: July 2026

MISSION

VINE is redefining aging and promoting the wellbeing of aging adults through programming, services, and community engagement.

VALUES

At VINE, our culture fosters **committed**, **compassionate**, and **curious** people. We respect and engage aging adults at every life stage, promoting **wellbeing** and **belonging** with dedication to **kindness**, **honesty**, **accountability**, and **quality service**.

POSITION SUMMARY

The Thrift Store Manager oversees the VINE Home Thrift Store, ensuring smooth daily operations of the store, including policy and procedural oversight and development of online sales channels. The manager supervises staff and volunteers, manages merchandise sales, delivers exceptional customer service, and provides store strategy and guidance. The role requires a dynamic and organized individual who is passionate about the nonprofit sector, retail management, and customer engagement.

ESSENTIAL FUNCTIONS

Store Operations

- Oversee daily store operations, ensuring the store is clean, organized, and well-stocked.
- Manage opening and closing procedures, ensuring security and operational protocols are followed.
- Monitor store performance metrics, including sales targets, customer satisfaction, and inventory turnover.
- Implement store policies and procedures, ensuring compliance with organizational standards and local regulations.
- Implement and manage the Point of Sale (POS) system and develop online sales channels.
- Stay informed of resale, thrift, and consignment retail trends and implement best practices.
- Work with employees to address loss prevention, handling of cash, and other relevant procedures.

Staff Management

- Recruit, train, supervise, and evaluate store staff and volunteers.
- Develop staff schedules, ensuring adequate coverage during all business hours.
- Foster a positive and productive work environment, promoting teamwork and professional development.
- Conduct regular staff meetings to communicate goals, updates, and feedback.

Inventory Management

- Oversee the collection, receiving, sorting, pricing, and display of donated goods.
- Manage inventory levels, ensuring a diverse and appealing product selection.
- Coordinate and maintain a steady flow of high-quality donations.
- Implement strategies for inventory control and reduction of waste.

Customer Service

- Ensure high levels of customer satisfaction through excellent service and prompt resolution of issues.
- Develop and implement customer service policies, training staff to adhere to these standards.

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- Address customer complaints and concerns in a professional and timely manner.

Marketing and Community Engagement

- Develop and coordinate with Marketing and Communications Manager to execute marketing strategies to attract customers and donors.
- Plan, coordinate, and track promotional events and sales to increase store traffic and revenue.
- Build and maintain relationships with community partners, donors, and volunteers.
- Represent the thrift store at community events and functions.

Financial Management

- Manage store budget, including sales forecasts, expense control, and profit margins.
- Maintain accurate financial records, overseeing cash handling and deposit procedures.
- Prepare financial reports and provide regular updates to executive management.

Health and Safety

- Ensure compliance with health and safety regulations.
- Conduct regular safety inspections and training sessions for staff.
- Address any safety concerns promptly, maintaining a safe shopping and working environment.

- Perform other duties as assigned.

COMPETENCY – KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to lead and motivate a team of employees, fostering a positive and collaborative work environment with exceptional interpersonal and communication abilities.
2. Excellent organizational, prioritization, and multitasking abilities.
3. Proficient in inventory management and merchandising.
4. Strong customer service and interpersonal skills.
5. Proficiency with POS retail software and financial management systems.
6. Knowledge of merchandising techniques to optimize store layout and product placement.
7. Physical endurance, with the ability to stand, move, lift, bend, and organize items for extended periods in the store and warehouse.
8. Skilled in basic cleaning and minor repairs of donations and store items.
9. Ability to successfully pass a criminal background check.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent required; bachelor's degree in business administration, retail management, or a related field preferred.
- Minimum of 3-5 years of retail management experience as a supervisor, preferably in a thrift store or nonprofit environment preferred.
- Demonstrated ability in policy development and implementation preferred.
- Proven track record in staff development and integration with larger organizational goals preferred.

POSITION TYPE

Full-time position. The typical workweek is Tuesday through Saturday.

BENEFITS

Full-time employees are eligible for the following options (these details are for informational purposes, they are subject to any policy or plan changes, and some options are prorated based on hours of work): health insurance coverage, life insurance, 401(k) plan, health savings account, Paid Time Off (PTO) and Extended Leave, and ten company-paid holidays (seven observed holidays and three floating holidays).

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SUPERVISORY RESPONSIBILITIES

This position will supervise designated employees and volunteers' activities.

WORK ENVIRONMENT

This position is located inside a retail building setting which includes a warehouse and occasionally will need to be outside the store.

PHYSICAL DEMANDS

The position requires the ability to stand for extended periods and perform physically demanding tasks, including extended hours of standing, walking, and working on your feet. There is continual moving with significant lifting, bending, walking, and moving furniture and items of all sizes. Frequent contact with the public in the store.

TRAVEL

Travel may be required for special functions, community relationship building, or for meetings at the VINE Adult Community Center. Position may require driving and assisting with truck and donation pick-ups. Must be able to meet Department of Transportation Health Card requirements.

EQUAL OPPORTUNITY EMPLOYMENT

VINE is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race (including traits that may be associated with race including hair texture and style), color, religion, creed, sexual orientation, gender identity or expression, national origin, age, disability, marital status, veteran status, or any other status protected by applicable law. This policy applies to all terms, conditions, and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline, and termination.

SIGNATURES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

This job description has been approved by:

Supervisor _____ Date _____

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____