

New City Thrift

Manager

Employer: Christ's Loving Hands

Reports to: Mark Phillips, Executive Director

Location: New City Thrift, 122 N State St Harrison, Ohio

Position: Part-time, approximately 25 hours per week

Compensation: Hourly rate based on experience, no employer-provided benefits

Position Overview

The Manager leads the day-to-day operations of New City Thrift, a ministry of Christ's Loving Hands. This person creates an organized, welcoming store where customers receive excellent service, donors feel appreciated, and employees and volunteers have the direction and support they need to succeed.

Christ's Loving Hands expects its leaders to model Christ-like servant leadership, embracing Jesus' teaching that the greatest is the servant of all. The Manager leads by example, serves alongside the team, treats people with humility and respect, and willingly steps into the work that needs to be done.

This role requires extreme ownership. What happens in or affects the store may not be the Manager's fault, but responding to it is ultimately their responsibility. They take initiative, address problems, coordinate help, and follow through until issues are resolved. When a decision requires the Executive Director's approval, they bring it forward promptly and remain responsible for following through.

The Manager is an employee of Christ's Loving Hands and must have a personal Christian faith and support the ministry's mission. Christians across denominations are welcome. The role begins part-time, with potential to grow into full-time as store needs and resources allow.

Schedule and Team Leadership

Schedule and Coverage

Work approximately 25 hours per week, with an in-store presence at least three days each week. The Manager has freedom to establish their schedule and coordinate assistant-manager coverage based on store needs.

Work all but one Saturday each month unless assistant managers are scheduled to cover additional Saturdays. Ensure adequate staffing coverage, including personally filling gaps when

other coverage cannot be arranged. Hours may flex beyond 25 per week as necessary without prior approval.

First 30 Days

Approach the role with humility, curiosity, and respect for the people who built New City Thrift. Learn alongside the existing assistant manager, volunteer assistant manager, and volunteers, recognizing their experience and contributions.

Participate in the work, study the operations manual, ask questions, and learn why current practices exist. Build relationships and develop a working understanding of the store's systems before proposing changes. Enter as a student, with a willingness to serve and earn trust.

During the first 30 days, work collaboratively with the assistant managers on operational decisions. By the end of this period, develop the practical knowledge and relationships needed to assume ownership of daily operations. The Executive Director retains final operational authority throughout.

Staff and Volunteer Leadership

- Schedule assistant managers, oversee volunteer coverage, and respond to absences or staffing gaps.
- Independently train, supervise, and provide routine coaching to employees and volunteers.
- Identify, equip, and develop volunteer leaders. Delegate meaningful responsibilities, including training other volunteers, while remaining accountable for quality and consistency.
- Foster a welcoming team culture where people understand their responsibilities, receive constructive feedback, and feel supported and appreciated.
- Work with Melanie, CLH's community outreach person, to communicate volunteer needs and coordinate incoming church and community groups. Participate in recruitment as capacity allows, with primary emphasis on managing and developing the store's volunteers.

Store Operations and Finances

Donations and Merchandise

- Following the initial learning period, take ownership of daily operations and ensure the store opens, operates, and closes according to established procedures.
- Oversee the complete donation and merchandise process: receiving, sorting, tagging, pricing within approved guidelines, stocking, displays, seasonal rotation, storage organization, and disposition of excess or unsellable items.
- Coordinate and participate in volunteer work outside public shopping hours to process donations and prepare the floor with fresh merchandise.

- Monitor donation flow and merchandise movement, address backlogs, and keep the store organized and ready for shoppers.
- Identify opportunities for improvement and recommend changes to operating guidelines to the Executive Director.

Cash Handling and Reporting

- Oversee accurate cash handling, register opening and closing, and daily reconciliation according to established procedures.
- Ensure every bank deposit is accurate, completed, and reconciled with store records. Deposit preparation and delivery may be delegated; accountability remains with the Manager.
- Provide the Executive Director with every deposit slip. Submit purchase receipts and supporting records through CLH's bookkeeping process.
- Promptly report discrepancies, missing funds, or other financial concerns.
- Provide a weekly sales and operations update covering sales performance, staffing and volunteer coverage, donation flow, merchandise movement, and issues or recommendations requiring attention.

Timekeeping and Staffing Costs

Verify employee time records for accuracy and timely payroll submission. Monitor staffing costs and communicate recurring coverage needs to the Executive Director. The Manager may work additional hours as necessary without prior approval.

Safety and Security

Maintain clean, safe, organized shopping, donation-processing, and storage areas. Address hazards promptly, report maintenance needs, and ensure employees and volunteers understand emergency procedures.

Ensure secure opening and closing, responsible control of keys and access, and protection of cash and merchandise. Follow established procedures for refunds and other transactions, and promptly report theft, loss, or security concerns.

Authority and Ministry Service

Decision Making Authority

After the initial 30-day learning period, the Manager assumes day-to-day leadership within established guidelines. The Executive Director retains final operational authority, including the ability to override the Manager's decisions.

- Make decisions needed for that day's operations, such as temporarily pausing donations for the day when necessary.

- Obtain approval before making lasting operational changes, altering the store's operating framework, or modifying the operations manual. Routine scheduling remains the Manager's responsibility.
- Make reasonable, store-related purchases of \$100 or less within established guidelines and retain receipts. Any purchase over \$100 requires prior approval.
- Bring recommendations for hiring, formal discipline, or termination to the Executive Director first. The Executive Director determines what to escalate to the Board of Directors, which holds final decision-making authority.
- Follow the specific approval requirements for sales, marketing, hiring, formal discipline, and termination, regardless of whether the action affects only one day.

Sales Events and Marketing

- Develop and recommend sales, promotional events, and special shopping days to move stagnant merchandise and engage customers.
- Obtain the Executive Director's approval for every sale and all details, including dates, discounts, eligible merchandise, and promotional messaging. Obtain approval for all marketing materials before publication or distribution.
- Continue this approval process until the Executive Director explicitly delegates greater authority. The arrangement may be reviewed around six months; it does not expire automatically.

Customer Service and Ministry Representation

- Create a welcoming environment where customers, donors, volunteers, and clothing-voucher recipients are treated with dignity, patience, and respect.
- Ensure the clothing-voucher process functions properly, addressing or escalating problems as needed.
- Ensure employees and volunteers can explain New City Thrift's connection to Christ's Loving Hands and how the store supports the ministry's work.
- Model Christ-like hospitality and help the team respond constructively to customer questions and concerns.

Confidentiality and Conflict Resolution

Protect confidential employee, volunteer, customer, and recipient information. Address routine disagreements respectfully and constructively, and escalate serious concerns to the Executive Director.

Qualifications and Application

Required Qualifications

- Personal Christian faith and support for CLH's mission.
- Christ-like servant leadership, humility, integrity, compassion, and willingness to work alongside others.
- Commitment to extreme ownership, initiative, and follow-through.
- Strong organization and ability to manage competing priorities.
- Ability to work well with others, communicate clearly, and provide constructive direction.
- Competence with computers and willingness to learn the store's point-of-sale, scheduling, and reporting systems.
- Ability to perform the physical duties of the role, including lifting and moving items weighing up to 35 pounds, with or without reasonable accommodation.
- Availability to meet the position's scheduling and coverage expectations.

Preferred Qualifications

- Retail experience; thrift or resale experience is especially valuable.
- Experience supervising employees, leading volunteers, or training others. Previous management experience is preferred, not required.

Potential Growth to Full Time

The position may grow into full-time as New City Thrift's needs and resources allow. Additional hours would primarily support expanded public shopping hours and increased work alongside volunteers on days the store is closed.

That work would include sorting, tagging, and pricing donations; replenishing and organizing the sales floor; and preparing fresh merchandise for upcoming shopping days. Any transition to full-time or expansion of public shopping hours requires approval through CLH's leadership. No fixed transition date is promised.

How to Apply

Complete the online application and provide your name and contact information, résumé, the church you attend, and a personal reference, professional reference, and spiritual reference.

Submit a video cover letter of 90 seconds or less introducing yourself, explaining why you're interested in working for New City Thrift, and sharing why you believe you would be a great fit for this role and the broader Christ's Loving Hands team.