New City Thrift
Assistant Manager

Employer: Christ's Loving Hands, Inc.
Reports to: New City Thrift Manager, with Executive Director oversight
Location: 122 N State St, Harrison, Ohio
Part-time | 15-25 hours per week | Hourly pay based on experience

Purpose and ownership

New City Thrift provides affordable goods, stewards donated items with care, and generates sustainable funding for Christ's Loving Hands' mission to love and serve Harrison in Christ's name. The Assistant Manager helps create a welcoming store where customers, donors, and volunteers are treated with dignity.

When the Manager is absent, you are expected to run the store as Manager on Duty (MOD) and take ownership of anything that comes up during your shift. You are responsible for the entire store: sales floor, checkout, donation intake, and processing. Take initiative, make decisions within the operating standards, arrange help, and follow through. Escalating an issue does not end your responsibility: communicate what is needed, track next steps, and provide a clear handoff for anything unresolved. Model Christ-like servant leadership and work alongside the team.

Run the whole shift

Be the single named MOD for your shift; write your name on the volunteer-entrance whiteboard before work begins. The store must not operate without an approved manager. Read the previous shift sheet, set priorities, and ensure every volunteer has a zone and task.

Lead the shift huddle, train and encourage volunteers, and move people where needed to prevent bottlenecks. Address customer concerns, donation questions, incidents, and safety issues. Make time-sensitive shift decisions, including accepting or declining loads, pausing intake, or closing early when necessary. The Store Lead may overrule an MOD.

For opening shifts, arrive 60 minutes before opening and complete the opening checklist. Follow closing procedures, secure the building and cash, and ensure nobody is left alone. Record all working time.

Complete an End of Shift sheet at every MOD change, including unfinished work, incidents, Hold Shelf items, change requests, and what the next shift needs to know. Give the incoming MOD a real handoff.

Steward donations and serve customers

Keep donations moving through intake, condition checks, processing, pricing, and the sales floor. Apply the Seven Tests, posted acceptance list, price guide, premium ladder, and tag-color rules. Keep the store clean, safe, organized, and shoppable; help volunteers work toward the two-day donation-to-floor target.

Use the Hold Shelf for uncertain or potentially valuable items instead of guessing or discarding them; the Store Lead resolves held items. Personally inspect pass-along and disposal containers before they leave. Follow approved pass-along, recycling, clothing-voucher, and checkout procedures. Do not improvise discounts, prices outside the guide, refunds, or exchanges.

Assistant Manager

Protect cash, people, and the ministry

Enforce two-person cash counts with both signatures at opening, closing, and required handoffs or cash pulls. Follow the $150 till, POS reconciliation, sealed-envelope, and safe procedures. Never count alone or where customers can see, share POS credentials, or ring up your own purchase. Support deposit preparation when assigned; the Store Lead handles bank drops on the Executive Director's schedule.

Act promptly to protect people and secure the situation. Immediately escalate injuries, theft or suspected theft, cash discrepancies, harassment, discrimination, distress, child-safety concerns, or other serious incidents to the Manager and Executive Director as appropriate. Report cash discrepancies to the Executive Director promptly; any variance over $5 must be reported the same day.

Authority and follow-through

As MOD, decide what this shift needs within the standards. You may spend up to $100 on reasonable, receipted, mission-related store needs. Money over $100, hiring, pay, partners, and policy require Executive Director approval.

Do not change standing prices, categories, layout, or processing standards, or undo another manager's setup. Record lasting change requests for the Store Lead on the shift sheet. Keep the Manager informed; follow unresolved matters through resolution or documented handoff.

Schedule and qualifications

Part-time, approximately 15-25 hours per week, with hourly pay based on experience and no employer-provided benefits. Coordinate your schedule with the Manager, including Saturday shifts and processing work outside shopping hours. Obtain approval for schedule changes and additional hours.

If you cannot work a committed shift, notify the Executive Director promptly and help arrange an approved replacement. Never leave an unapproved person in charge. In emergencies, serious illness, or legally protected absences, notify the Executive Director so coverage can be resolved together. Record time spent arranging coverage.

Personal Christian faith and support for CLH's mission; Christians across denominations are welcome. Reliability, honesty, sound judgment, strong organization and communication, computer/POS skills, and willingness to learn and receive feedback are required. Ability to lift and move up to 35 pounds with or without reasonable accommodation. Retail, customer-service, cash-handling, or volunteer-leadership experience is preferred.

Getting started and applying

In your first 30 days, learn the operating standards, zone cards, cash controls, and safety and opening/closing routines alongside the team. Learn existing practices before recommending changes.

Apply at https://www.christslovinghands.org/apply/ with a resume, any references you wish to provide, and a video cover letter of 90 seconds or less. Introduce yourself and explain your interest and fit. Questions: Mark@ChristsLovingHands.org | (513) 367-7746.

We encourage applicants to consider volunteering at New City Thrift. It's a great way to get a feel for the store, meet the team, and see whether it's an environment you'd enjoy working in. Volunteering is not a requirement to be considered for a position, but it could be helpful for both you and us as we explore whether it would be a good fit.