



Job Title: Operations Manager
Supervisor: Chief Executive Officer
Employee Status: Full Time Hourly

Essential Function:

- Work in conjunction with fellow team members, as well as volunteers, to promote the mission of Charitable Union, which is to contribute to human dignity by providing clothing, bedding, and household goods, at no charge, and connect people to resources in the community. Provide quality customer service to all clients, donors, customers, staff, and volunteers.

Responsibilities:

- You are the face of Charitable Union no matter what job you are doing. Good customer service skills are a must, smiling, courteous to all client shoppers, donors and volunteers, please and thank you, etc.
- Train in all areas of Charitable Union.
- Lead and manage people:
 - Oversight of the Free Store staff and operations.
 - Recruitment & oversight of volunteers in all departments.
 - Resolve client, volunteer, and staff conflict issues when necessary, maintaining proper documentation.
 - Oversight for the cleanliness of the building.
 - Working off-site events.
- Plan annual Volunteer recognition event(s). All events should be well organized with a detailed plan. This information should be shared with staff well in advance to solicit their input and feedback.
- Other duties as assigned.

Qualifications Required:

- High School Diploma
- Ability to perform physical work, follow directions, and work with public
- Knowledge of computers, Microsoft software, learn Charitable Union software Refer4help
- Flexible time – must be available evenings and Saturday's as necessary
- Commitment to the mission and goals of the organization

Bonus Skills:

- College degree a plus
- Supervisory experience a plus
- Second language a plus

Skills recommended:

- Good communication and customer service skills.
- Strong management skills, including hiring, evaluating, and terminating volunteers and/or staff.
- Ability to problem solve and brainstorm solutions.
- Ability to relate to individuals, build relationships, and work alongside.
- Maintain accurate records for reporting purposes.
- Assist staff and volunteers on special projects or work areas as needed.



Working Conditions:

- Physical range of motion includes bending, stooping, lifting, and moving bags and boxes weighing 40 lbs. or more, climbing steps, climbing ladder, climbing step stool, sorting donations, sitting or standing for long periods of time, stretching or raising arms over head.
- Driving off campus when necessary.

Staff Signature

Supervisors Signature