

Position Description - Outcome Based

Position Title: **Shift Manager**

Date Written: **6/5/2020**

Department:

Free Store Operations

Reports To (Position):

Executive Director

Job Rate: **\$12.00/hour**

FLSA Status:

- Exempt
 Non-Exempt, Part-Time

Location:

- Board of Directors
 Free Store

WHO WE ARE:

The mission of WFSM is to provide opportunities and programs that enable people to share common resources (material, spiritual, social and educational) that foster a stronger sense of community and enhance the quality of life in the city of Columbus, in particular the West Side.

OUR VALUES:

Sharing Resources, Building Relationships, and Creating Community

POSITION SUMMARY:

The Shift Manager is responsible for participating in the daily operations of the store and overseeing the store, including but not limited to the supervision and coordination of the WFSM volunteers, communicating effectively with guests and volunteers, sharing the mission of the ministry with enthusiasm and respect and providing hospitality to volunteers and shoppers.

ESSENTIAL RESPONSIBILITIES:

- The Shift Manager works closely with the Executive Director and other Store Managers or Shift Managers to implement policies and guidelines of the Board of Directors (BOD).
- Ensures day-to-day continuity of store operations.
- Meets with all volunteers prior to opening doors to greet all. Ensures all volunteers sign in.
- Assists in supervision of any agency workers (e.g. AARP) and volunteers.
- Supports and encourages all volunteers; works with all on understanding the ministry of WFSM, advising them on how to handle various situations; leading through compassion, encouragement, relationship building and sharing of ideas.
- Initiates prayer as desired/requested.
- Assists the Executive Director with special volunteer teams, seasonal projects (e.g. Holiday/Secret Santa, Coats, etc.)
- Is on premises for daily store operations and special work days as scheduled.
- Maintains safety control standards.
- Assists in the inventory of supplies weekly.
- Makes store opening announcements.
- Implements a regular cycle for cleaning the physical environment.
- Makes decisions about shopper's special needs and advises Executive Director of any deviations to store policy
- Assists with special pick-ups, including, but not limited to Kroger and Pump House.
- Answers phones and listens to voice messages, updating the Executive Director and other managers as needed.
- Assists with maintaining databases for visits including Pantry Trak, Google Docs, and Sign-up Genius.

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MINIMUM REQUIREMENTS:

The following education, experience, knowledge, skills and abilities (KSA's) are required to perform in this role:

Education:

- High School Diploma required; college credits preferred.
- Basic computer skills necessary.

Work Experience:

- Prior management a plus, but not required.
- Knowledge, familiarity and/or experience working with a diverse group of people.
- Ability to mediate conflicts.
- Must be able to demonstrate effective communication skills.

Other:

- Must be able to communicate using written and spoken English language.

Knowledge, Skill and Abilities (KSA's):

- **Action Oriented** - Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
 - **Ethics and Values** - Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
 - **Integrity and Trust** - Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
 - **Listening** - Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
 - **Problem Solving** - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
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Physical Requirements:

- Must be able to safely and successfully perform the essential functions of this position, meeting qualitative and/or quantitative productivity standards.
 - Able to lift up to 50 pounds.
 - Must be able to stand on feet for up to 5 hours.
 - Bending, twisting, lifting, carrying up to 25 pounds.
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OUTCOME BASED PERFORMANCE METRICS:

Results within the above ranges will result in an "GOOD SOLID PERFORMER" Or "3" review rating. Achievements outside of these ranges will result in either an Exceeds or Below Rating in the category, based on the actual result.