DoubleTake Austin LLC
Job Description

Job Title: Assistant Retail Manager (Part-Time)

Supervisor: General Manager

Summary: Under the supervision of the General Manager, the Assistant Retail Manager delivers exceptional customer service to customers and donors with a genuine desire and eagerness to serve. This part-time position requires someone who is gracious and enthusiastic with a collaborative spirit. Located in the heart of the resale/thrift store scene, DoubleTake ATX is a curated resale and gift shop, whose mission is to generate financial resources for the Center for Child Protection. The Center is a non-profit dedicated to reducing the trauma for children during the investigation and prosecution of crimes against children.

Minimum Qualifications:
- Must be 18 years or older
- High school diploma
- Minimum 1-2 years of experience in retail or customer service (some management experience preferred)
- Available 20 hours/week including most weekends
- Good driving record
- Proficiencies: Google Sheets or Excel, social media platforms

Preferred Qualifications:
- Some college preferred
- Good judgment, emotional intelligence, and integrity
- Strong customer service and donor skills
- Excellent organizational skills
- Ability to multi-task
- Excellent verbal and written communication skills
- Adaptability and flexibility
- A love of fashion
- An eye for visual merchandising

Job Tasks:

1. Delivers an exceptional experience to customers, donors and volunteers
2. Maintains a visually appealing retail space and a clean, organized workroom
3. Recruits and retains engaged volunteers
4. Screens, schedules and trains volunteers
5. Opens and closes the store following security procedures
6. Enforces organizational policies, procedures and values
7. Delegates tasks and projects to available volunteers
8. Provides regular feedback on current processes, procedures and volunteer matters
9. Plans, staffs and executes events; in-store, outside tent events and in the community
10. Delivers and reinforces key messages in support of the Center for Child Protection’s mission
11. Performs other duties as assigned.

FLSA
Non-Exempt

Physical Requirements:
- Reaching: Frequently
- Handling: Frequently
- Fingering: Frequently
- Talking: Frequently
- Hearing: Frequently
- Near Acuity: Frequently
- Vision Accommodation: Frequently
- Color Vision: Occasionally
- Field of Vision: Occasionally

Strength:
- Heavy Work-Lift up to 40 pounds

Environmental Conditions:
- Noise: Moderate

Work Situations:
- Direct/Control/Plan
- Influencing People
- Dealing with people
- Making Judgments/Decisions

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required by their supervisor.

I have read and understand my job description. This job description has been discussed with me.

________________________________________  ______________________________
Employee Signature                             Date