



A private not for profit organization advocating adoption
870 Kootenai Cut-off Road, Ponderay, ID 83852 • 208.265.7297 • www.pasidaho.org

Job Description

Job Title	Sorting Facility Lead	Prepared By:	
Department:	Thrift Store	Prepared Date:	8/2017
Reports To:	Thrift Store Manager	Approved By:	
FLSA Status:		Last Revised:	08/2017

Summary:

Uphold Panhandle Animal Shelter values and mission and assure high quality customer service through managing staff, volunteers and the functions of the sorting facility to ensure a highly effective team that supports an increase in donations and sales while keeping expenses to or under budget.

Essential Duties and Responsibilities:

- Administer all personnel policies related to the thrift store to include hiring, firing, supervision and scheduling of both staff and volunteers.
- Manage personnel in accordance with the shelter procedures and applicable laws.
- Write policies and procedures and job descriptions for staff and volunteers.
- Focus on maintaining an effective flow of donations through the sorting facility.
- Proactively plan staffing/volunteers and seek positive solutions to not overload sorting without using closing donations as a solution.
- Source profitable solutions for salvage and recyclable materials.
- Manage garbage to reduce cost.
- Maintain a clean, well-managed and safe work floor.
- Work with Thrift Store Manager in establishing and maintaining thrift store policies and procedures.
- Provide good leadership and execute the code of conduct in a manner that encourages respectful relationships.
- Motivate the team to accomplish the set financial goals and to support the mission and vision.
- Assist and support the volunteer coordinator in recruiting, training, and motivating quality volunteers.
- Ensure shelter operations are in compliance with OSHA requirements and maintain OSHA logs as appropriate for personnel injuries.
- Manage monthly staff training which increases the ability for staff and volunteers to perform their job more effectively.
- Self-starter with ability to problem solve.
- Is comfortable driving and has the ability to operate a 15' box truck is preferred.
- Work hard in a fast-paced environment.
- Maintain appropriate security of cash and donated goods.

- Maintain product flow guidelines
- Communicate regularly with staff and volunteers to ensure a cohesive team.
- Understands of the importance of the donor process and how it supports the mission.
- Manage 5 – 10 staff and volunteers.

Supervisory Responsibilities:

Directly supervises non-supervisory employees. Position carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include hiring, training employees; planning, assigning, and directing work; appraising performance, rewarding employees; addressing complaints and resolving problems.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations, listens and gets clarification, responds well to questions, participates in meetings.
- **Written Communication**- Writes clearly and edits work for spelling and grammar, able to read and interpret written information.
- **Internal/External Customer Service**- Manages difficult or emotional customer situations, responds promptly to customer needs, solicits feedback to improve service, responds to requests for service and assistance, meets commitments, supports everyone's efforts to succeed.
- **Cost Consciousness**- Develops and implements cost saving measures, contributes to profits and revenue, conserves organizational resources.
- **Ethics**- Treats people and animals with respect, keeps commitments, inspires the trust of others, works with integrity and ethically, upholds organizational mission and values.
- **Safety and Security**- Observes safety and security procedures, reports potentially unsafe conditions, uses equipment and materials properly.
- **Attendance/Punctuality**- is consistently at work and on time, ensures work responsibilities are covered when absent, arrives at meetings and appointments on time.
- **Dependability**- Follows instructions, takes responsibility for own actions, keeps commitments, commits to long hours of work when necessary, completes tasks on time or notifies appropriate person with an alternate plan.
- **Accountability**- Has a high level of personal ownership and understanding of their responsibilities. Seeks clarification to have a deep understanding of their role.

Leadership/Management

- **Delegation**- Delegates work assignments, matches the responsibility to the person, gives authority to work independently, sets expectations and monitors delegated activities, provides recognition for results.
- **Managing people**- Includes staff in planning, decision-making, facilitating and process improvement, takes responsibility for subordinates' activities, makes self-available to staff, provides regular performance feedback, develops subordinates' skills and encourages growth, continually works to improve supervisory skills.

Position Requirements:

- Minimum 1 year experience and /or training/education in thrift store preferred.
- Minimum 1 year experience in high standard customer service environment required.
- Minimum 1 year supervisory experience preferred.
- Excellent written and oral communication skills required.
- Ability to work as part of a team.
- Ability to lead staff and alter positive culture changes through an inspirational and compassionate management style while properly managing personnel issues in a timely manner and using respectful candor as a way to improve performance.
- Demonstrates compassion, integrity, respect and stewardship toward people and animals are required.
- Proficient in MS Office programs and computer knowledge/experience preferred.
- Valid drivers license with a clean driving record required.
- Basic Bookkeeping Skills.
- Some travel maybe required.

Physical Demands:

While performing the duties of this Job, the employee is regularly required to walk and sit and stand; is regularly required to use both hands to make coordinated movements to grasp or type; is regularly required to lift and /or move up to 50 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 50 pounds. Proper lifting technique is required.

Work Environment:

This is a fast moving and physically strenuous position. The employee is occasionally exposed to toxic or caustic chemicals. The employee is occasionally exposed to fumes or airborne particles. The employee may be exposed to animal feces and animals with a potential for zoonotic exposure.

Intent and function of Job Descriptions:

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that job requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. Panhandle Animal Shelter / FOTS Thrift Store maintain its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

Employee Signature

Printed Name

Date

Managers Signature

Printed Name

Date

