

## **ThriftWorks Store Manager**

YouthWorks, a Santa Fe based nonprofit, is seeking a dynamic, detail-oriented, and passionate ThriftWorks Store Manager to lead its social enterprise thrift store.

ThriftWorks provides valuable work experience and skill development for youth and young adults ages 16-24. This position is a part-time, onsite role. The ideal candidate will be excited about working with youth in a training capacity and adept at managing retail operations, with a key focus on rolling out a new inventory management system.

The ThriftWorks Store Manager will work closely with YouthWorks leadership, staff, youth trainees, volunteers, and customers to ensure the success of the store. This hands-on role is responsible for all aspects of daily store operations, including sales, merchandising, donation processing, and financial accountability. Crucially, the Manager will create a supportive and structured environment for training, mentoring, and instructing youth, empowering them with practical skills for their future. This position is vital for generating revenue to support YouthWorks' mission and for directly delivering impactful workforce development.

### **Responsibilities:**

- Oversee daily store operations, including opening and closing procedures, cash management, and operation of the Point of Sale system.
- Lead the implementation, rollout, and ongoing management of a new inventory management system, requiring strong attention to detail.
- Manage all aspects of donation processing, including assisting donors, providing receipts immediately, sorting items, and ensuring items are stored appropriately.
- Oversee the pricing of donated goods using a standardized category-based list, with manager approval for all prices and research for specialty items.
- Ensure the store is clean, organized, well-stocked, and visually appealing.
- Train, mentor, instruct, and supervise YouthWorks trainees in all aspects of retail operations, customer service, and workplace skills, including assigning tasks such as cleaning, repairs, tagging, and item arrangement.
- Role model effective customer interaction and sales techniques for trainees.
- Ensure excellent customer service is provided to all shoppers and donors.
- Manage inventory levels, including conducting the annual physical inventory count and implementing strategies like special sales days to manage overstock.
- Recruit, orient, schedule, and manage volunteers, ensuring they understand procedures and their role.
- Maintain store security.
- Adhere to all YouthWorks policies, including those specific to youth trainees
- Prepare and provide reports on sales and operations as required.

**Desired Qualifications:**

- 1-2+ years of experience in retail management; thrift store, consignment, or nonprofit retail experience is a significant plus.
- **Exceptional organizational and detail-oriented skills, critical for inventory management and the rollout of a new system.**
- **Demonstrated passion, experience, and skill in training, mentoring, and working effectively with youth and young adults, preferably in a workforce development context.**
- Proven leadership and supervisory skills with the ability to motivate and manage a diverse team of trainees and volunteers.
- Strong customer service, interpersonal, and communication skills (oral and written).
- Proficiency in point-of-sale (POS) systems
- Experience with inventory control, merchandising, and pricing strategies.
- Experience in cash handling
- Excellent time management skills with the ability to manage multiple tasks and priorities.
- Integrity, a strong work ethic, self-motivated, and a professional attitude.
- Commitment to the mission and values of YouthWorks.
- Must be able to pass a State of New Mexico background check.

**Compensation & Benefits:**

Compensation is dependent upon experience and qualifications. This is a part-time position.

**To Apply:**

Please send resume and cover letter to [info@santafeyouthworks.org](mailto:info@santafeyouthworks.org)