

CATEGORY: CLOTHING DONATION CENTER/RETAIL STORES

TITLE: CLOTHING/DONATION CENTER SUPERVISOR

SUMMARY OF POSITION:

The Clothing/Donation Center Supervisor reports directly to the Vice President, Client Services and is responsible for managing operations to achieve client wardrobe department and retail store product needs as well as maintaining facility standards for the Career Center and the three retail stores.

SCOPE AND RESPONSIBILITIES

The Clothing/Donation Center Supervisor is responsible for the quality control process to provide excellent quality merchandise for clients served in our Career Center and for customers in our resale and thrift shops, as well as providing support for the daily operations of a very busy Donation Center. This person will work very closely with the Manager, Client Services who will help to oversee the flow and processes of the clothing and other donations. This job functions include but are not limited to:

- Doing excellent, ongoing Clothing and Accessory Quality Control
- Ensuring proper rotation of clothing and maintaining operational processes
- Managing daily volunteers and staff effectively to ensure maximum productivity
- Handling maintenance needs & requests of the retail stores and the Career Center

Quality Control/Management

- Possess outstanding time management skills
- Possess outstanding organizational management skills
- Maintain high standards of quality control of all donations
- Manage clothing and accessory inventory with input from Manager, Client Services and Retail shop managers
- Coordinate distribution of excess inventory to other programs and shelters
- Handle ordering Donation Center supplies such as tagging guns and bullets
- Coordinate the logistics of preparing clothing inventory and event supplies for transportation to client and fundraising events
- Coordinate and assist, on an as needed basis, with the transportation of merchandise to the retail store locations

Volunteer and Staff Management

- Work with the fundraising and client event staff to prepare clothing, equipment & materials for events
- Manage the daily volunteer team and staff to maintain the processes in the Donation Center; including providing daily, ongoing training as needed
- Coordinate volunteer projects for optimum daily operations and in preparation for events

Maintenance

- Execute facilities maintenance plan; including daily, weekly, monthly bi-annual and annual projects

- Responsible for performing and/or coordinating repairs needed at the Career Center & retail stores

MINIMUM QUALIFICATIONS

- 3 years of retail and/or clothing warehouse operations experience
- 2 years supervisory experience preferred
- Strong organizational skills - ability to prioritize, follow up and use good time management skills, detail oriented
- Knowledge of MS Office – Word, Excel, email and Outlook
- Valid California Drivers License and Auto Liability Insurance acceptable to Working Wardrobes insurance company
- Outstanding listening skills; ability to engage donors and volunteers in our work
- Outstanding communication skills with staff, volunteers and donors (bi-lingual, a plus)
- Ability to use good judgment and be a team player
- High level of honesty and integrity
- High energy, goal oriented, multi-tasking approach
- Professional and emotional maturity and good judgment
- Creative approach to problem solving – ability to move quickly
- Detail oriented with big picture perspective
- Bi-lingual in English and Spanish preferred
- Mature outlook, youthful spirit
- Proficiency with office equipment
- High School Diploma

Physical requirements

- Must be able to lift boxes, move fixtures and rolling racks
- Must be able to load trucks with rear lift
- Endurance; ability to stand 7 – 8 hours per day
- Ability to lift 50 lbs.

CRITICAL SUCCESS FACTORS

- Focus on quality and desire to produce excellent work
- Can anticipate project, people and volunteer needs
- Sense of humor and ability to maintain good morale with staff and volunteers
- Motivate volunteers of all ages/skills
- Can do attitude
- Flexibility
- Self motivated
- Proven ability to handle multiple projects and deliver on time

WORK WEEK:

40 hours per week, including flexibility to work varying schedules (weekends, evenings, holidays)

COMPENSATION:

\$35 – 38,000 annually, depending upon experience

APPLICANTS:

Submit a cover letter and resume to meganh@workingwardrobes.org. PLEASE NO CALLS or FAXES.