



Northwest Christian Thrift Store  
6607 North Maple Street  
Spokane, WA 99208  
(509) 326-1522

## Receiving Supervisor

**Reports to:** General Manager

**Location:** NWCS Thrift

### GENERAL AREA OF RESPONSIBILITY

The Receiving Supervisor oversees all aspects of receiving operations, including donation intake, team management, inventory control, and donor relations.

### ORGANIZATION COMMITMENT

- **Christian Commitment:** This position shall model a life of personal commitment to Jesus Christ. He/she will agree to the Schools' Statement of Faith.
- **Team Player:** This position must demonstrate a flexible mindset when working on responsibilities, duties, and group projects. They shall demonstrate their leadership skills not from the top but as a team player who can serve effectively for another team leader.

### JOB RESPONSIBILITIES

#### General:

- Perform opening and closing procedures for the store when scheduled during opening or closing shifts.
- Accountable for the daily operation of the donation/receiving area and management of the intake of donated goods.
- Supervise the sorting, categorization, and organization of donated items in preparation for processing and pricing.
- Ensure items that are recycled or thrown away are appropriately sorted.
- Schedule dumpster pick up and oversee trash compactor operation and maintenance.
- Working with production team to store excess inventory and seasonal items.
- Assist production team in movement of inventory onto sales floor.
- Support production team in pricing of items as needed.
- Ability to step in for other supervisors when they are off duty.
- Other duties as assigned.

#### Team Management:

- Attend department, organization and other meetings or training as required.
- Support General Manager in interviews for department employees.
- Supervise, train, coach and evaluate receiving area employees.
- Discuss all employee issues with General Manager. Develop and implement corrective action plans when needed.
- Complete annual reviews for receiving employees.

**Safety and Compliance:**

- Ensure the receiving area, including drop-off lane, are kept neat, clean and free of safety hazards and report maintenance issues to General Manager.
- Coordinate removal of snow for exterior of building including drop-off lane and entrances.
- Ensure safety procedures are understood and followed by all employees.
- Investigate and document any workplace incidents or accidents and assist in developing corrective actions to prevent recurrence.

**Customer Service:**

- Provide outstanding customer service to donors dropping off items, assisting with unloading and providing donation receipts as needed.
- Address customer complaints and work to resolve them in a courteous manner following policy.
- Report customer complaints, issues, or general observations to General Manager, including contributing and supporting the resolution.

<b>QUALIFICATIONS</b>
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**Experience:**

- Supervisory experience in a retail or donation environment. (Required)
- Knowledge of secondhand pricing. (Preferred)

**Skills:**

- Ability to delegate and organize.
- Excellent communication skills.
- Ability to make decisions and problem solve when issues arise.
- Must be able to multi-task.

**Physical Expectations:**

- Must be able to lift 50 pounds.
- Must be able to stand/walk for entire shift.
- Must be able to climb a ladder and stack boxes on shelves.

<b>BENEFITS AND WORK SCHEDULE</b>
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- Compensation Range: \$18.00-\$20.00 per hour DOE
- Average weekly hours: 40 hours/week – Monday thru Saturday
- Position eligible for medical and dental policies, and tuition discount.
- Leave time available

*Northwest Christian is an equal opportunity employer.*

*The job description does not constitute a written or implied contract of employment. Organization reserves the right to revise or change job duties and responsibilities as the need arises. Requirements are representative of minimum levels of knowledge, skills, and experience required.*