



JOB DESCRIPTION		
Position Title: Assistant Manager – Dock		
Employment Status: Full-Time	FLSA Status: Non-Exempt	Effective Date: May 6, 2021

Job Summary

The Assistant Manager – Dock provides support to store operations through the management of donation intake and dock operations as well as leading the team of Dock Associates. He/she works within the guidelines, policies, and mission of the organization and will be accountable and responsible for specific projects as assigned.

Responsibilities

- Assist Store Manager with hiring and training staff, monitoring processes, and developing a cohesive, efficient team.
- Coordinate daily customer service operations for the dock and intake areas.
- Track the progress of weekly, monthly, quarterly, and annual objectives.
- Monitor and maintain store inventory.
- Evaluate employee performance and identify staffing and training needs.
- Supervise and motivate staff to meet and exceed store standards.
- Coach and support new and existing team members.
- Communicate with customers and donors and evaluate their needs.
- Analyze consumer behavior and adjust product positioning.
- Handle complaints from customers and donors and escalate to Store Manager as appropriate.
- Make suggestions to Store Manager regarding improvement opportunities.
- Ensure dock employees and volunteers adhere to CLT's policies and guidelines.
- Develop effective teams recognizing the skills of staff and volunteers.
- Implement the approved system for rotation of unsold product.
- Distribute donor goods to stations in a timely manner focusing on store enhancement and revenue generation.
- Communicate with donors and adjust intake processes to meet their needs as appropriate.
- Ensure donors receive donation receipts.
- Ensure equipment is accessible and stored appropriately.
- Maintain dock lifts and truck.
- Manage pods and other storage facilities.
- Manage recycling and re-donations.
- Drive truck as needed.
- Manage donation pick-ups.

Minimum Qualifications (Knowledge, Skills and Abilities)

- Proven managerial experience in a similar position
- Skilled at organizing and solving problems in a fast-paced environment
- Well-developed communications skills
- Ability to multitask and prioritize in a busy environment
- Proficiency in MS Word, Excel and PowerPoint is essential
- Exhibits discretion, flexibility, and willingness to work closely with the management team and Board of Directors

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves and others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.