



Completing families since 1897; we are committed to enriching the lives of people and pets through serving our community as it changes and grows. Through education, outreach, adoption, events, and support services for families, we're expanding our HSSW family every day! Imagine working with people to care for the dogs and cats in our community of Southwest Washington.

The Humane Society for Southwest Washington (HSSW) is in search of a team player to join our ReTails Thrift Store team as a full-time Supervisor. This position requires an individual who loves working with people, has retail and leadership experience, strives for excellence in their daily work and has a passion for the animals in our community. Consider joining our team and working toward a mission that will change you forever!

Job Title: ReTails Thrift Store Supervisor

All customers understand quality merchandising, fair pricing, and excellent service. Exceeding customer expectations day in and day out requires planning and a sharp focus on the customer. We are only as good as our last customer interaction. Through compassionate leadership and effective communication, the ReTails Thrift Store Supervisor will develop a supportive environment for both employees and volunteers to succeed and customers to enjoy.

The supervisor oversees and supports the ReTails Thrift Store team to provide outstanding customer service each day. Other responsibilities may include financial reporting, banking, as well as training and leading staff, volunteers, and Workforce Partners.

The ReTails Supervisor reports to and works closely with the Store Director to accomplish the overall goals of the organization.

Compensation and Benefits

The ReTails Thrift Store Supervisor is a full-time nonexempt position with a starting hourly payrate of \$17.50 - \$19.00 depending on experience. Pay increases are contingent upon experience, attitude, work ethic, commitment to teamwork, learning ability, skill level, core competencies and organizational budget.

In addition to serving in an organization with a compassionate and strategic purpose; full-time employees currently enjoy health, dental and vision insurance benefits that become effective the first of the month after hire, paid time off that includes floating holidays, matching percentage 401(k) retirement plan with a Roth option that begins the first of the month after hire and has a 3-year graded vestment schedule, employee assistance program that includes all household member access, Section 125 FSA Cafeteria Plan for out of pocket health and/or dependent day care expenses, numerous employee discounts that include partner organizations and access to affordable life, disability and accidental supplemental insurance.

The Ideal Applicant

- Displays interest, enthusiasm, and an affinity for customer service and leading teams.

- Demonstrates an attitude of being in service; using good judgment; maintaining a positive outlook; and, ideally, a sense of humor.
- Works well on teams and demonstrates an attitude and commitment to collaboration with a sincere interest in helping others succeed.
- Is committed to achieving excellence individually and as a part of the team.
- Exhibits an approach to adaptability through overcoming obstacles to achieve results, remaining flexible and open to new ideas, recognizes and encourages others to understand changes in work tasks, situations, and environment as the basis and value for transformation.
- Is committed to personal and professional development through life-long learning.

Primary Duties and Responsibilities

- Support and contribute to the Store Director's goals and expectations to build a successful and thriving retail operation.
- Oversee Thrift Store staff and volunteers, demonstrating a high level of customer service.
- Mentor and develop staff and volunteers to reach individual and team goals and expectations.
- Work with Store Director to develop and implement standard operating procedures.
- Be knowledgeable, train and hold team accountable to all safety policies and procedures.
- Be the eyes and ears to the customer experience and assist with customer service training development and implementation.
- Meet financial goals by training, motivating, mentoring, and providing feedback to staff and volunteers on job performance
- Lead the Work Force Partners program and provide a culture that contributes to individual and program success.
- Complete store financial administration duties and ensure compliance with policies and procedures.
- Contribute to outstanding store condition, production effectiveness, and visual merchandising standards.
- Provide employees, volunteers, and customers a safe and clean store environment.
- Adhere to and be an ambassador for the mission and values of the organization.
- Perform Store Director duties in their absence.
- Other duties as assigned.

Required Attributes

- Commitment to maintaining the integrity of the organization's mission and goals.
- Engage professionally and competently with community partners, volunteers, potential donors, and the public.
- Work well on teams and display a commitment to collaboration with a sincere interest in helping others.
- Have a high level of integrity and maturity to handle sensitive and confidential situations.

- Adaptable, flexible, and open to new ideas and changes in work tasks and situations.
- The ability to work and communicate compassionately and effectively in a demanding environment with a variety of people.
- Knowledge and ability to use a computer working in a MS Office and Windows environment.

Required Qualifications

- Minimum of 3 years retail management experience with responsibilities for leading teams.
- Critical thinking and solution mindset.
- Ability to use creative skills and work with what is available on hand.
- High school diploma or equivalent preferred.
- Ability to read, comprehend and follow instructions & SOP's.
- Able to perform physical work: bending, lifting, walking, and standing for up to 10 hours a day, lifting up to 50 pounds with assistance.
- Flexible working schedule including days, evenings and weekends or long shifts, if needed.
- Must possess a valid driver's license with insurable driving record; employment contingent on acceptable Motor Vehicle Record per HSSW policy

The HSSW Culture

Vision: A community where everyone loves and cares for animals.

Mission: Rescue. Return. Restore. Rehome. Reconnect. One animal at a time.

Values: Compassion. Collaboration. Excellence. Service. Integrity. Stewardship.

We endeavor to seek excellence in all we do; we strive to maintain a positive attitude while doing it; we seek out opportunities to be in-service to one another; we depend on teamwork & collaboration in setting and achieving goals; with leadership as a core value, we recognize that everyone can lead by setting an example of excellence, attitude, service, teamwork & collaboration.

Physical Demands and Working Conditions:

The Retail Thrift Store Supervisor must have the Ability to move independently or with reasonable accommodation within the store and the community; to speak to groups of people, stand, walk, sit, talk and hear, stoop, bend, squat, kneel, stretch, grasp and grip, put fingers together firmly and reach above and below shoulder level and lift, push or pull 25-50 pounds for situations of setting up for events and moving supplies/materials, repetitively use hands to operate computers; use computer keyboard for extensive periods of time, flex the neck upward and downward; twist the neck and the waist. Must be able to perform physical work: scrubbing, mopping, bending, lifting, walking, and standing for up to 10 hours per day. Reasonable accommodations may be made for enable individuals with disabilities to perform the essential functions.

Work is performed in a retail environment, with potential exposure to environmental conditions that include working near animals with potential exposure to zoonotic diseases; animal bites and scratches; cleaning chemicals and allergens. Potential exposure of infectious diseases to owned animals.

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship. **HSSW participates in E-Verify and will require a Motor Vehicle Records search for this position.***

If you feel you are the ideal candidate and you meet the qualifications for this position, please submit application and resume by email to jrylander@southwesthumane.org with your first and last name in the subject line followed by “; **ReTails Thrift Store Supervisor**”. If you prefer you may place your application in an envelope to mail or hand deliver. Please label Attn: Human Resources; Humane Society for Southwest Washington, 1100 NE 192nd Ave, Vancouver, WA 98684. You can find the link to our application here on our website <https://southwesthumane.org/contact-us/careers/>

Current HSSW staff will be required to submit an interdepartmental application