

## **Thrift Shop Manager**

**Location:** Berkeley Humane Thrift Shop, Albany, CA

**Type:** In-Store

**Reports to:** General Area Manager

**Pay Rate:** \$70,000–\$80,000 DOE

**Status:** Full-Time, Exempt

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### **Make a Life-Saving Difference**

At Berkeley Humane, every dollar raised in our Thrift Shop directly supports our mission to support our Hope Medical Fund to save the lives of shelter animals. As Thrift Shop Manager, you'll lead day-to-day operations, drive sales, manage a dedicated team of volunteers, and create a welcoming space for donors, shoppers, and animal lovers alike.

This is more than retail, it's mission-driven work that helps animals receive critical care and find loving homes.

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### **What You'll Do**

- Oversee daily retail operations, including opening/closing procedures and cash handling
  - Recruit, train, and manage volunteers to ensure excellent customer service
  - Create appealing merchandise displays and rotate stock regularly
  - Coordinate donation drop-offs and pickups, maintaining donor relations
  - Price and organize merchandise to maximize revenue and turnover
  - Track inventory and generate regular sales reports
  - Promote the shop through photos, community engagement, and social media
  - Maintain a clean, organized, and welcoming environment
  - Ensure compliance with safety, security, and operational policies
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### **What You Bring**

- Minimum education includes a high school diploma or GED equivalent. College degree in Business, Sales, Marketing, or a related field preferred.
- 2+ years of retail or customer service experience (required)
- Prior experience in supervisory or management role (preferred)
- Passion for animal welfare and community engagement
- Strong organizational and multitasking skills
- Excellent communication and interpersonal abilities

- Basic proficiency with cash handling, POS systems, Microsoft Office, Google Workspace, and online video conferencing.
  - Ability to work independently and as part of a team
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### **You're a Great Fit If You...**

- Thrive in a dynamic, people-facing environment
  - Love creating a positive, inclusive customer experience
  - Enjoy working with and motivating really cool volunteers
  - Are flexible and adaptable with a sense of humor
  - Are solutions-oriented, creative, and resourceful
  - Are energized by making a meaningful impact every day
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### **Requirements**

- Ability to lift up to 40 lbs and stand for extended periods
  - Regular exposure to dust, second-hand goods, and cleaning agents
  - Some weekend and holiday shifts required
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### **Why Berkeley Humane?**

Our Thrift Shop isn't just a place to shop, it's a vital part of our life-saving mission. As Thrift Shop Manager, you'll be at the heart of a community that believes in caring for pets and the people who love them.

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### **Berkeley Humane is an Equal Opportunity Employer**

We are committed to building a diverse, inclusive, and supportive team. People of all backgrounds, identities, and experiences are strongly encouraged to apply.

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### **TO APPLY:**

Please submit a cover letter and resume, via email to [jobs@berkeleyhumane.org](mailto:jobs@berkeleyhumane.org) with "Thrift Shop Manager" in the subject line. Your documents must be in Word or PDF format to be considered.