



**POSITION TITLE:** Thrift Store Manager / Administrative Assistant

**REPORTS TO:** Chief Executive Officer

**POSITION TYPE:** Full Time – Non-Exempt

**WAGE & BENEFITS:** \$14.00–\$15.00 per hour, based on experience | 100% employer-paid health, dental, and vision benefits, or an annual cash payout for employees who decline health insurance. Paid time off, paid holidays, and an employee assistance program are provided as outlined in the Employee Personnel Policy.

**HOURS:** 7:30 AM – 9:45 AM, Monday – Thursday EUMA’s Org HQ  
9:45 AM – 3:15 PM, Monday – Thursday, EUMA’s Rainbow CTS  
7:30 AM – 3:30 PM, Friday EUMA’s Org HQ

**BASIC JOB FUNCTION SUMMARY:**

The Thrift Store Manager is committed to maximizing sales revenue, distributing assets to those in need and welcoming community volunteers to best serve those in our community experiencing a housing crisis.

The Administrative Assistant provides clerical support to senior management staff by performing a variety of secretarial duties, recordkeeping, and customer service tasks to assist with the smooth operation of EUMA.

EUMA’s Thrift Store Manager / Administrative Assistant is an integral part of a growing not for profit organization committed to ending homelessness for families with children, veterans and others.

The Thrift Store Manager will:

- Oversee all EUMA’s retail operations including the receipt and processing of gifts made in-kind, choosing the best retail location, pricing and tracking;
- Manage and direct the performance of all retail sales;
- Work with the Chief Executive Officer to grow corporate retail sales and expand ministry;
- Hire/fire and otherwise manage staff, work-program, senior aid, court mandated and volunteers and their schedules and responsibilities;
- Recruit, train and appreciate store and other retail/voucher volunteers;
- Complete basic accounting including weekly deposits, voucher and other reports;
- Aid in the recruitment of donations and otherwise support fundraising activities of EUMA including rounding up requests;

- With the support of EUMA’s administration office, follow and maintain all federal, state, local and corporate policies;
- Be responsible for the positive image of the thrift store and all EUMA;

The Administrative Assistant will:

- Welcome, triage and direct all clients, donors, vendors, visitors and stakeholders to the appropriate people within EUMA to include phone, email, mail and in person;
- Schedule meetings and appointments for the chief executive officer and other senior management staff;
- Receive and distribute packages and mail when needed;
- Manage the public “coffee bar” by ensuring it is clean, well-stocked and when needed, submitting expense requests for needed items;
- Manages EUMA’s birthday and anniversary recognition ministry to staff and volunteers including:
  - Updating supervisors’ calendars
  - Removing from supervisors’ calendars, staff/volunteers who are no longer employed;
  - Prepping EUMA branded cards and envelopes for signing by others, collecting cards and distributing them to recipients no later than 3 days before their birthday/anniversary.
- Performs data entry, record keeping and filing tasks for the chief executive officer and other senior management team members;
- Support the chief executive and chief program officers to:
  - File and organize as directed;
  - Schedule meetings and appointments for CEO and CPO as directed;
  - Schedule meetings, book venues, submit expense including mileage reports;
- Directly support the chief financial officer and/or assistant controller to:
  - Make copies and other support for grant management;
  - File
- Perform other related duties as assigned

#### **QUALIFICATIONS:**

- Three years of retail and/or other management experience;
- Familiarity with merchandise promotion and retail sales techniques online and bricks and mortar;
- Experience working directly with people from diverse racial, ethnic, and socioeconomic backgrounds;
- Ability to flex communication style to multiple cultural environments;
- Experience recruiting, training, managing and appreciating volunteers;

**Please submit a cover letter and resume’ to [HR@EUMA-Erie.org](mailto:HR@EUMA-Erie.org) or mail both to:  
EUMA | Human Resources, 728 W 9th St., Erie, PA 16502**



- Strong verbal communication skills, and ability to welcome and serve diverse audiences, specifically racially, ethnically, and socioeconomically diverse communities;
- Experience managing staff in retail environment;
- Detail-oriented and professional;
- Exceptional communication skills;
- Committed to servant leadership;
- Proficient with Microsoft Office Suite;
- Basic understanding of office equipment;
- Excellent organizational skills and attention to detail;
- Ability to maintain strict confidentiality regarding all clients, staff information and records;
- Ability to work independently and reliably; and
- Ability to organize and prioritize tasks
- Must be able to obtain Act 33/34 and FBI Fingerprinting clearances;
- Must be a U.S. citizen or hold a valid work Visa;
- Valid PA driver's license; and
- Must be able to pass a drug test.

#### **EDUCATION AND EXPERIENCE:**

- High school diploma or equivalent required
- Administrative training is preferred; and
- Minimum two years of administrative or clerical experience preferred.

#### **PHYSICAL REQUIREMENTS:**

- Prolonged periods sitting at a desk and working on a computer and using the phone;
- Able to work on one's feet half or more of the day; and
- Must be able to lift minimum 30 pounds.

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