JOB TITLE: FLOATING BRANCH ASSISTANT

STATUS: Non-exempt, Part-time
LOCATION: House of Hope
REPORTS TO: Retail/Thrift general manager

JOB SUMMARY: Under the direction of the branch or store manager, oversee the daily operations of the assigned location, including Project HOPE services (i.e., assessment and screening for financial assistance, food pantry services, Clothes Closet and holiday programs, and referral to other community social services), food pantry operation and the thrift store. This position may be called upon to oversee an entire branch or to assist a specific department within a branch with the applicable duties and responsibilities.

DUTIES AND RESPONSIBILITIES:

1. Project HOPE:

   Under the direction of the Project HOPE program manager and branch manager, oversee the organization and daily operations of Project HOPE, including:

   a. Overseeing the initial assessment and the provision of services to qualified individuals for Project HOPE services, including food, financial assistance, household items assistance and long-term case management.
   b. Overseeing the daily provision of clothing and basic household items (Clothes Closet program) in accordance with criteria established by Project HOPE.
   c. Work in conjunction with the Project HOPE program manager and or Project HOPE case manager.
   d. Ensuring accurate data entry into HOH data systems.

2. Pantry:

   Under the direction of the pantry/warehouse manager, and/or the warehouse assistant manager, and branch manager, oversee the organization and daily operations of the food pantry including:

   a. If covering while orders are due or delivered, ensure food is ordered as needed and properly stocked and inventoried.
   b. Consistently following and enforcing Project Hope pantry eligibility criteria.
   c. Ensuring that all food safety guidelines, security procedures, cleanliness and pantry standard operating procedures (SOPs) are followed by all staff and volunteers.
   d. Overseeing and operating the Point of Sale system, inventory processes and accurate data entry.
   e. Maintaining the accurate upkeep and compliance of all logs, records, ordering processes and demographic reporting pertaining to the pantry SOPs and USDA guidelines.

3. Thrift and Retail:

   Under the direction of the retail/thrift general manager and branch or store manager, oversee the organization and daily operations of the thrift store, including:
a. Overseeing volunteers, fellow staff members and partner participants during the absence of a branch or store manager in the following areas:
   i. Inventory, pricing and merchandising.
   ii. Processing donations, sorting and staging of goods for sale.
   iii. Timely turnover of inventory, including scheduled markdowns. Price to sell.
   iv. Identifying obsolete and damaged items to be removed from the store.
   v. Performing daily sales transactions and using the Point of Sale system.

b. Overseeing opening and closing procedures, daily sales, including balancing the register, preparing deposits on a daily basis and making the corresponding reports.

c. Under the direction of the retail specialist, participate in regular thrift and retail meetings with branch managers and store manager. While covering, oversee the organization’s daily and long-range retail operations plan.

d. Demonstrating and encouraging superior customer service toward clients, retail shoppers and donors.

4. Administrative:

   a. Work in conjunction with the retail/thrift general manager to establish a work schedule on a weekly and/or monthly basis including communicating specific days and hours of availability.

   b. Actively participate in planning and carrying out strategic goals pertaining to the performance of House of Hope, including sales forecast, fiscal responsibility, food procurement, client outreach, partnership collaboration, public relations and community support.

   c. Oversee the daily tasks. If necessary, ensure proper scheduling of branch staff, partner participants and volunteers.

   d. Work in concert with volunteer manager for volunteer related questions and concerns.

   e. Act as an ambassador for House of Hope in the community.

   f. If necessary, ensure equipment, signage and supplies needs for the branch are communicated to the appropriate manager.

   g. Actively stay informed and accurately relay information about programs, procedures, events and changes related to House of Hope. Maintain and distribute up-to-date materials.

   h. Participate in disaster- or emergency-related duties, as needed.

   i. Provide support to fellow department team members, as well as outside departments, as needed.

   j. Perform all duties in conformance with appropriate cleanliness, safety and security standards.

   k. Attend training, as requested.

   l. Perform other duties as assigned by supervisor.

QUALIFICATIONS:

1. EDUCATION/EXPERIENCE:

   High school diploma or GED equivalent required. Bachelor's degree preferred, with five years of management experience. Retail store management experience and/or social services experience preferred. Experience managing volunteers also preferred.

2. KNOWLEDGE, SKILLS AND ABILITIES:

   A. Ability to organize, set priorities and meet deadlines.
   B. Ability to supervise and motivate paid and volunteer staff.
   C. Ability to exercise good judgment and discretion. Maintain confidentiality of clients, co-workers and agency.
   D. Ability to relate well to individuals of all backgrounds and socio-economic levels.
E. Ability to communicate effectively with clients, donors, volunteers, co-workers and board members, verbally and in writing.
F. Knowledge of problem-solving techniques, problem identification and evaluation.
G. Knowledge of community resources
H. Ability to work independently with a minimum of supervision.
I. Ability to operate and use all equipment necessary to operate the branch.
J. Knowledge about the operation of general office equipment, phone systems, standard computer-based programs and applications, specifically Microsoft Office and e-mail.
K. Knowledge of inventory control, purchasing procedures, pricing and staging merchandise.
L. Knowledge of food handling, food safety and food distribution.
M. Ability to maintain a flexible schedule, work occasional evening and weekend hours, as required.
N. Ability to maintain clean, well-groomed appearance and dress appropriately for the position.
O. Must have reliable transportation with acceptable insurance coverage and valid Florida driver's license.
P. Compliance with House of Hope policies and procedures.

3. PHYSICAL REQUIREMENTS:

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

While performing the duties of this job, the employee is frequently required to read, sit, talk and hear. The employee is constantly required to use hands and fingers to feel, handle or operate objects, tools or controls and to reach with hands and arms. The employee also is occasionally required to climb, balance, stoop, kneel, crouch and walk.

The employee must frequently stand for long periods of time. The employee must frequently need to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close and distance vision.

4. ENVIRONMENTAL REQUIREMENTS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee may occasionally work in outside weather conditions. The noise level in the work environment is usually moderate.

Signature indicates that the employee has read the job description and understands the related duties and expectations.

__________________________________  __________________
Employee Signature                        Date