



## JOB DESCRIPTION

**POSITION:** Assistant to Thrift Shop & Food Programs Managers  
**REPORTS TO:** Thrift Shop & Food Programs Managers  
**SUPERVISES:** Volunteers & Staff  
**HOURS:** Approx. 15 Hours per week, with additional hours for staff coverage & special events, some Saturdays required  
**GRADE:** 3

**POSITION OVERVIEW:** Assists Thrift Shop and Food Programs managers in daily operations

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Exhibits exemplary customer service skills and creates a welcoming, positive environment at EBF
- Understands the work and mission of EBF and can accurately communicate basic information about EBF and its programs
- Greets customers, guests, and volunteers in a friendly and professional manner and assists them as needed
- Assists with providing for the clean, safe, and efficient operation of the Thrift Shop and Food Programs
- Assists with supervising and supporting volunteers
- Fills in for Thrift Shop and Food Program staff as needed
- Assists Thrift Shop Manager as needed
  - Serves as the Thrift Shop supervisor in the absence of the Thrift Shop Manager, including supervising the opening and closing of the Thrift Shop, balancing the sales at the end of the day, preparing appropriate paperwork for the bookkeeper, and making the end of day bank deposit
  - Supervises and assists with pricing and displaying items including researching the value of unique and high-end donations to determine prices
  - Assists the Thrift Shop Manager with organizing and running sales and special events
- Assists Food Programs Manager as needed
  - Updates client and volunteer bulletin boards and provides healthy recipes and other resources for clients
  - Places food orders in the manager's absence
  - Assists the Food Programs Manager with inventory management and organization
  - Assists with special donation and distribution days and special projects
- All other duties as assigned.

### QUALIFICATIONS:

#### Experience/Education:

- Experience with volunteer management preferred
- Prior experience in retail preferred
- Knowledge of higher end products required
- Valid driver's license required

#### Work Skills:

- Effective problem-solving skills
- Ability to manage multiple projects with attention to detail, deal with interruptions, and maintain focus on tasks while producing high-quality work.
- Excellent customer service skills and a strong interest in social services
- Ability to work independently and as part of a team
- Ability to effectively manage others

- Ability to work effectively with people from diverse social and ethnic backgrounds
- Must be able to pass a criminal background check
- May require driving within an hour radius

**Physical Requirements:**

- Moderate lifting required
- Involves walking, stooping, standing and reaching to a significant degree.

**Environmental Conditions:**

- This position is not substantially exposed to adverse environmental conditions.

*An Equal Opportunity/Affirmative Action Employer*

**Please email cover letter and resume to:**

**Karen Griffith**

**info@eastbayfoodpantry.org**