



Mission: Building strength and developing self-reliance for individuals and families through responsive and collaborative services.

Job Title: Thrift Store Team Lead

Rate of Pay:\$20-\$22/hour

Required Hours:Part-Time (24-32 hours a week) Tuesday-Saturday

Job OverviewYear-round, part-time position at the Mountain Family Center (MFC) Thrift Store (Main Street Thrift). The Team Lead will assist the MFC Executive Management (Director, Assistant, Director of Direct Client Service, and the Director of Operations) in the daily operations and supervision of the Thrift Store. Team Lead(s) will mentor and provide training and supportive guidance to sales associates.

Team Lead(s) will also ensure that they provide equitable and inclusive customer service to the community at large. Team Lead(s) will ensure that quality merchandise is placed on the sales floor with reasonable prices. Team Lead(s) will also help coordinate thrift store volunteers who offer assistance in sorting and maintaining the inventory.

The Team Lead(s) will report directly to the Director of Operations (who is the acting Thrift Store Manager). The overall responsibility of store operations falls to the Director of Operations and the Executive Director of MFC.

Team Lead(s) will assist in sharing company policies & procedures in a positive and productive manner to other Thrift Store Team Members.

Essential Job Functions

- Maintains a high standard for customer service resulting in increased sales and productivity while maintaining a friendly shopping environment.
 - Follows MFC's Justice, Equity, Diversity, and Inclusion Policy.
 - Follows and mentors sales associates to MFC Policies & Procedures.
 - Provides written Price Guide for non-specialty items.
 - Ensures rotation of sales associates between counter/register, floor (includes cleaning) and tagging.
 - Participates actively in rotation as outlined above.
 - Active listener. Responds in calm manner when responding to inquiries from sales associates, other MFC employees/volunteers, and community members.
 - Directs "high-level" or agitated/heated complaints to a member of the MFC Executive Team as needed.
-
- Provides two-way communication with Executive Director and other Executive Team Members for scheduling, other MFC happenings and so forth.

- Sort donated items. Specialty items are sorted into separate bins for Team Lead(s) to price.
- Tag and price other merchandise. Train and delegate support from sales associates in pricing these items.
- Provide engaging environment with retail shoppers/contributors to the donation center.
- Mentor and support sales associates in a positive and reassuring manner; choosing positive vocabulary and fostering a mentoring vs punitive approach to learning. Challenges or mistakes are opportunities for learning and not to be reprimanded.
- Maintain a clean sales floor and overall store appearance.
- Update window, aisle, wall and rack displays frequently.
- Properly choose and display specialty priced items using specific specialty tags.
- Operate cash register, settle bank drawer at the end of each day with final sales reports from cash register.
- Assist with coordinating thrift store volunteers and sales associates scheduling and time off requests.

Knowledge, Abilities and Skills

- Basic knowledge of MFC programs and services.
- Ability to handle difficult/sensitive situations in a caring and professional manner.
- Ability to serve a line of people at the register and/or in a crowded store.
- Understand/support established MFC policies and procedures.
- Maintain a working knowledge of retail products and inventory controls.
- Research value of donated goods when necessary.
- Possess strong organizational skills with the ability to think quickly on your feet.
- Make educated decisions.
- Possess basic computer skills: internet navigation, working knowledge of Microsoft Office products, cash register and pay pal.
- Must be able to multi-task and handle frequent interruptions.

Qualifications

- Ability to count and handle money accurately
- Maintaining a professional appearance
- Understand basic bookkeeping
- Minimum of High School Diploma or GED
- Flexible Schedule
- Must be comfortable working in all areas of the store
- Desire to “give back” to the community and share MFC’s mission and vision
- Experience working in retail environment

Preferred Qualifications

- Experience working or volunteering with a non-profit
- Ability to speak and understand Spanish at a conversational level
- College courses or college degree
- Four or more years retail, banking and/or customer relations experience

Other Duties

- Performs related work as requested by Executive Director or Executive Team Members
- Attends Thrift Store staff meetings & a Team Lead representative will attend at least 1 MFC Multi-Department Staff Meeting each month
- Report shift activities/concerns to Executive Management Team
- Maintains a good working relationship with donors and business collaborations within Grand County

- Provides compassion and understanding towards MFC clients, patrons, team members and community.
- Signs Confidentiality Agreement & Employee Handbook each calendar year

Position May Include the Following

- Other duties as assigned by the Executive Director and/or Management Team
- Substitutes for Sales Associates as needed
- Provides occasional work/support in other MFC departments as needed

Physical Requirements

- Walk or stand 5-6 hours
- Lift or carry up to 30 pounds (minimum required)
- Climb stairs, bend, reach, hold, grasp as needed
- Wash and clean donated items as needed
- Take trash to the dumpster at main MFC office
- Operate cash register
- Using tag guns, vacuuming the store, sweeping and mopping as needed

Hours / Schedule

- Regular Schedule: varying days Monday thru Saturday, 9:45 am to end of Thrift Store work day. Arrives earlier on staff meeting day(s). Looking specifically for Wednesday -Saturday with flexibility to fill-in other days as needed.
- Working others days as assigned and mutually agreed upon.

December 13, 2025