



Job Title: Treasure Exchange Assistant Manager
Reports To: Clothing Program Manager

Department: Clothing Program
FLSA: FT, Non-Exempt, \$18–19hour DOE

Organizational Overview

Founded in 1961, House of Neighborly Service (HNS) assists and advocates for individuals and families challenged by poverty or situational crisis by providing essential services to meet basic needs.

About the Treasure Exchange

The Treasure Exchange is HNS's community retail space, open to the public, offering new and gently-used clothing, shoes, jewelry, handbags, and more. It provides a dignified shopping experience while generating vital revenue to support HNS's basic need programs and services. Every purchase directly supports the mission of HNS.

Position Summary

The Treasure Exchange Assistant Manager plays a key leadership role in the daily operations of the retail store, working under the direction of the Clothing Program Manager to ensure smooth, efficient, and mission-aligned store performance. This position helps oversee store operations, customer experience, merchandising, and volunteer oversight, while also serving as program lead when Clothing Program Manager is not present.

This position is responsible for supporting day-to-day decision-making within established guidelines, maintaining high standards of store presentation and customer service, and helping to guide staff and volunteers in alignment with HNS values. This role requires initiative, strong communication, and the ability to balance operational execution with a heart for service and community impact.

Responsibilities

Specific duties include but are not limited to:

- Support overall thrift store operations and act as a lead on shift when the Clothing Program Manager is not present.
- Greet and assist customers, ensuring a welcoming, dignified, and service-oriented environment.
- Oversee and actively maintain thrift store merchandising standards, including restocking, rotation, and visual presentation of the sales floor.
- Help manage daily workflow of volunteers and staff, providing direction, training, and support as needed.
- Process sales transactions accurately and ensure proper use of the point-of-sale system.

EQUAL EMPLOYMENT OPPORTUNITY

House of Neighborly Service (HNS) is dedicated to the principles of equal employment opportunity to all individuals based on job related qualifications and ability to perform a job, without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, veteran status, military obligations, marital status, genetic information, or any other applicable status protected by state or local law. In addition, HNS will provide reasonable accommodations for qualified individuals when appropriate.

- Take a leadership role in cash handling procedures, including balancing drawers and supporting opening/closing accountability.
- Monitor store cleanliness and organization, including sales floor, fitting rooms, storage areas, and donation intake spaces.
- Assist with scheduling input, workflow planning, and daily task prioritization in collaboration with the Program Manager.
- Make real-time operational decisions within established guidelines to support store efficiency and customer service.
- Support inventory flow, thrift store pricing accuracy, and product presentation standards.
- Collaborate closely with the Clothing Program Manager on store goals, performance, and improvement initiatives.
- Ensure adherence to all organizational policies, safety procedures, and mission-driven standards.
- Maintain familiarity with client clothing program operations and be able to support or step into daily workflow as needed to ensure clients are served efficiently and in alignment with HNS policies and procedures.
- Represent HNS with professionalism, respect, and a strong commitment to dignity and service.
- Collaborate with the Program Manager and Development Department to support the development and implementation of marketing and communication strategies that increase store visibility, drive sales, strengthen community engagement, and promote the mission and impact of Treasure Exchange.

Qualifications:

- Prior retail experience required; lead, key holder, or supervisory experience preferred.
- Strong customer service, communication, and interpersonal skills.
- Ability to lead, guide, and support volunteers or team members.
- Basic math skills and proficiency with point-of-sale systems.
- Strong organizational skills and attention to detail.
- Ability to take initiative and make sound decisions within defined parameters.
- Positive, dependable, and team-oriented attitude with a strong work ethic.
- Commitment to maintaining a respectful, inclusive, and mission-driven environment.

Physical Requirements

- Must be able to lift up to 75 pounds occasionally, 30 pounds frequently, and 10 pounds consistently.
- Requires the ability to sit, stand, walk, bend, climb, kneel, crouch, reach, push/pull, and hear with or without reasonable accommodation.
- Must adhere to safety procedures and perform duties in a manner that minimizes risk of injury.

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Culture

- Establish professional, caring, strengths-based relationships built on honor, service, unity, and growth.
- Approach daily tasks, teamwork, and communication with excellence, and thoroughness.
- Show respect and appreciation for others, including HNS and Life Center clients and partners.
- Be punctual to work and meetings.

Teach-ability

- Consistent eagerness to learn, listen, apply knowledge, and accept feedback.
- Strong initiative and vision for continuous improvement while contributing to a positive team atmosphere.

Dress Code

- Meets HNS dress and grooming expectation in support of professional, clean and welcoming environments for donors, volunteers, and co-workers.

Work Ethic

- Demonstrate pride and ownership of work while completing tasks, and contributing to the workflow of the Clothing pantry.

Staff

Date

Human Resources

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