



# The Episcopal Church of St. John the Baptist

125 Canterbury Drive, Aptos, CA 95003 • [st-john-aptos.org](http://st-john-aptos.org)

The mission of St. John's is to love God and love neighbor  
as Jesus did: welcoming all, serving humbly, teaching  
compassion, and making no peace with injustice.

## Position Description

### **Job Title: Helpful Shop Manager**

Position Reports to: Rector  
Short hour, exempt, year-round

**Summary:** This position manages St. John's Helpful Shop, the parish's non-profit, volunteer-staffed thrift store, under the direction of the Rector.

### **Essential Duties and Responsibilities:**

#### **Operations**

- Establish and enforce procedures for opening, closing, receiving, sorting, pricing and displaying donated items.
- Maintain good records of shop expenditures and turn them in weekly to church bookkeeper.
- Maintain records of daily proceeds and expenses and expenses. Monitor spending compared to budget regularly.
- Show flexibility in balancing physical demands, social interaction, volunteer assignments, finances and housekeeping duties.
- Attend weekly staff meetings with the rest of St. John's staff.
- Oversee the annual process of selecting grant recipients for the shop's proceeds.
- Coordinate the annual Helpful Shop Grants Luncheon for distribution of grants.

#### **Volunteer Management**

- Recruit, train, supervise and schedule volunteers.
- Do not work a regular shift in the shop, but be available to fill in for volunteers unable to work their shifts on an as-needed basis.
- Assign and delegate duties to ensure efficient operation of the shop, including volunteer logs and schedules.
- Arrange for someone to do seasonal window and shop decorations.
- Interact easily and effectively with volunteers and customers.
- Visit all shifts monthly to find and spread best practices.
- Hold periodic volunteer meetings for training and discussion, with an open agenda to invite thoughts. Distribute pertinent outcomes of these meetings in writing to the volunteers promptly after the meeting.
- Work with volunteers in a positive and cooperative manner to solve problems.

#### **Facilities**

- Oversee the premises, arrange for cleaning and maintenance, and order office and janitorial supplies.
- Coordinate maintenance and remodeling projects as needed.

- Ensure safety of facilities; incorporate practices to prevent injuries to volunteers, the public and self.

### **Communications**

- Write a monthly report to the Vestry and parish on the shop's operations.
- Write a report for the Annual Parish Meeting on the shop's operations.
- Represent St. John's Helpful Shop in the community, particularly at business networking events and organizations
- Work with the parish's PR & Communications Team to help increase visibility of the shop in the community and increase customer traffic and revenue.

### **Requirements/Qualifications for the Position:**

#### **Knowledge & Skills**

- Ability to read, write and converse well in English.
- Good math skills and ability to understand budgets.
- Knowledge of business and marketing basics.
- Ability to delegate well to others.
- Good communication skills; personable and positive in person and in all written communication.
- Knowledge of Square point of sale software (or ability to learn); must train volunteers in use of electronic cashier app.

#### **Education & Experience**

- High School Diploma or equivalent (GED)
- Valid CA Driver's License
- Experience in working in a retail environment handling merchandise and meeting the public desired but not required.
- Experience working with volunteers desired but not required.
- Experience in marketing desired but not required.

#### **Physical Demands**

Work involves standing and some bending, stooping, reaching, in arranging items in the shop, accepting and sorting donations, and delivering excess donations to Goodwill or other appropriate locations. May be required to lift up to 25 lbs., although physical lifting may be delegated to a volunteer.

#### **Times of Work & Leave**

The Helpful Shop manager will work 16 hours per week. The manager is expected to be on call for support of volunteers in the shop during the hours the shop is open to the public. Vacation time (unpaid) must be scheduled in advance with the Rector. This position does not qualify for medical or retirement benefits.