

**CENTER STREET THRIFT STORE REPORT TO COUNCIL – May 10th , 2017**

<b>DATE (2017)</b>	<b>CUSTOMERS</b>	<b>ACTUAL SALES</b>	<b>VOLUNTEER HOURS</b>
Apr-1	29	560.00	12.25
Apr-5	26	519.35	23.5
Apr-7	28	433.25	22
Apr-8	35	448.75	16
Apr-12	39	476.55	17
Apr-14			
Apr-15	30	471.00	8
Apr-19	70	668.75	22
Apr-21	24	169.65	19
Apr-22	35	345.95	17.5
Apr-26	26	308.50	12
Apr-28	23	379.50	8
Apr-29	76	829.85	14.5
<b>TOTAL</b>	<b>441</b>	<b>5611.10</b>	<b>191.75</b>

Above are the statistics for April. This was a record month – it is the most customers and sales we have made in a month since we opened! We had a one day storewide half price sale (April 19 - \$668.75 and 70 customers) and the rummage sale is always a big day for us too (\$829.85 – 76 customers). We had a thrift store board meeting on May 3<sup>rd</sup> – see attached minutes. We have had a lot of donations this past month but the volunteers have done an excellent job of keeping up. We moved on around 220 boxes plus numerous bags and larger items to the rummage sale. We have approximately 150 bags in CDA storage to move on to them. We received a letter from the Town congratulating us on 5 years in business. We are now open 11-4 Tuesdays, Wednesdays, Fridays and Saturdays – going well. I have set up a small office downstairs which is working great having everything in one place. I have been doing the management for a month now and it is going well. We have made up a job description and a hiring agreement - once ratified by council Laura and Jean will meet with M&P to review. We are going to have a volunteer appreciation BBQ at Jean’s on June 15<sup>th</sup>. We decided to donate \$1000 to the Community Youth Fund. We are also looking into purchasing a bench or lamppost in memory of Leroy Lausen. We made a motion for guidelines on what to do going forward in memory of a thrift member or member’s spouse.

One last thing – we have set up a thrift office by the thrift storage room at the end of the hallway where the wardrobe is. We need to move the wardrobe. Does any committee need it / area of the church that needs it – or should we try to sell it?

Could the council please ratify the following motions:

**Motion** – Gloria McAfee made a motion to implement the manager job description as presented. Gloria Hutton Seconded. All in favour.

**Motion** – Gloria Hutton made a motion to implement the hiring contract for the manager as presented. Linda Quaschnick seconded. All in favour.

**Motion** – Charlotte Preston made a motion to reimburse Laura Creasy for purchase of desk . Seconded by Gloria McAfee. All in favour.

**Motion** - Barb Burgemeister made a motion to advertise on Moore's sign downtown our change of hours for two weeks. Linda Quaschnick seconded. All in favour.

**Motion** – Barb Burgemeister made a motion that we pay Walker Hutton to work another day per week (Tuesday) to do our waste management until the end of this school year. Seconded by Linda Quaschnick. All in favour.

**Motion** – Laura Creasy made a motion to donate \$1000 to the Hanna Community Youth Fund. Seconded by Linda Quaschnick. All in favour.

**Motion** – Gloria Hutton made a motion that if a thrift store member or their spouse passes away that the thrift store board will contribute up to a maximum of \$700 in memory of that person. Gloria McAfee seconded. All in favor.

Respectfully submitted by:

Laura Creasy

## CENTER STREET THRIFT STORE BOARD MEETING – May 3rd, 2017– 4:00 PM

### HANNA, ALBERTA – CHURCH LOUNGE

In attendance: Jean Curry, Gloria McAfee, Laura Creasy, Barb Burgemeister, Gloria Hutton, Linda Quaschnick, Charlotte Preston, Laurie Gall, Sherry Kinsman, Leila Currie

Meeting called to order at 4:08 PM

Approval of agenda – Approved as circulated

Approval of minutes from previous board meeting (Mar.29th, 2017) – Approved as circulated.

#### Correspondence

1. Letter from town – Congratulations for 5 years in business.
2. Cards – 2 cards – one from Sunshine Club for donations to their garage sale and one from Easter Bunny for all our work (with a goody basket)

#### Business arising from the minutes:

1. **Annual Plan** – April reviewed – April 19<sup>th</sup> one day sale went well – can we move to a week earlier for next year as Easter is April 1<sup>st</sup> next year and it will give us more time to pull for rummage sale? Laura will add to annual plan for 2018. Closed Good Friday. Rummage moving on went well. May suggested to have Mothers Day sale table and give away a free book with purchase.
2. **Managerial Duties / Hiring Contract** - Reviewed manager job description – combined manager and administrator job descriptions into one. Reviewed hiring contract. Passed both documents to be ratified by council and then meet with M&P.

**Motion** – Gloria McAfee made a motion to implement the manager job description as presented. Gloria Hutton Seconded. All in favour.

**Motion** – Gloria Hutton made a motion to implement the hiring contract for the manager as presented. Linda Quaschnick seconded. All in favour.

3. **CDA** – the CDA program is working well. Have about 150 bags in shed right now and average about 8 bags per day. Suggested we put up a listing of material we can include in the bags – Laura will make up a list.
4. **Printer/ Laptop** – Laura has the office set up – got a filing cabinet from downstairs, printer from office, purchased laptop (passed at last meeting) and desk. Nice to have everything in one place.

**Motion** – Charlotte Preston made a motion to reimburse Laura Creasy for purchase of desk .  
Seconded by Gloria McAfee. All in favour.

5. **Change in Hours** – open 11-4 in April - customers and volunteers are getting use to it. Opened first Tuesday yesterday – 11 customers and \$100 sales. Laura has advertised and has changed most of the sites (posters around town with Barb's help, facebook, website) and will be working on other areas to get it all updated. Would like to advertise on Moore's sign downtown.

**Motion** - Barb Burgemeister made a motion to advertise on Moore's sign downtown our change of hours for two weeks. Linda Quaschnick seconded. All in favour.

#### **New Business:**

1. **Financial and sales reporting / Managers monthly report** – Laura passed around financial reports and statistics for April. Sales for April are \$5611.10, customers 441 and volunteer hours 191.75. This is a record month. Balances in the accounts are operating \$7560.02, GIC \$20,000 and Savings \$2004.96. Managers monthly report is attached.
2. **Summer Volunteer Appreciation** – Discussed having a volunteer appreciation get together. Planned for June 15<sup>th</sup> at 4:00 PM at Jean Curry's place. The thrift store will supply meat (steak and chicken) plus salads and desserts. All volunteers are welcome along with their spouses.
3. **Waster / MO management** – Walker summer hours, extra day pickup, shift in garbage management, rummage/MO inventory – how to manage. Still not sure if Walker is able to work over summer. Will find out for next meeting. Walker has agreed to do waste management on Tuesdays also.

**Motion** – Barb Burgemeister made a motion that we pay Walker Hutton to work another day per week (Tuesday) to do our waste management until the end of this school year. Seconded by Linda Quaschnick. All in favour.

Discussed how long to save up for rummage sale. We did two months this past rummage sale and it filled our shed to capacity. Luckily we did not need the shed for anything else (funeral closure). Can't hold onto MO for rummage sale for more than two months as there is no other option for storage at this time. We will discuss more options for MO at next meeting.

4. **Outside signage change** – hours, days, new boards made. Discussed changing outdoor sign to add Tuesday hours and closed sign. Do we want a new sign or just change what we have? Current sign is getting old and worn. We decided to add the Tuesday hours for now and look into options for changing sign and/or new sign (Frosted Impressions, Kathy Gall, welding) for next meeting.
5. **Community Youth Fund** - Laura contacted Gwen Snell – the Community Youth Fund is running low on funds (\$700) and need money for summer programs.

**Motion** – Laura Creasy made a motion to donate \$1000 to the Hanna Community Youth Fund. Seconded by Linda Quaschnick. All in favour.

6. **Memorial Bench Quote** – Discussed doing a memorial bench in memory of Leroy Lausen at the Community Garden or Memorial Park. Discussed pricing at Town of Hanna or Home Hardware and Berkes. Suggestion of a lamp post also. Laura will bring quotes for that to next meeting. Discussion about putting guidelines in place for these situations.

**Motion** – Gloria Hutton made a motion that if a thrift store member or their spouse passes away that the thrift store board will contribute up to a maximum of \$700 in memory of that person. Gloria McAfee seconded. All in favor.

7. **Farmers Market** – There are no evening hours for the Farmers Market so won't be doing evening hours to coincide with that. Laura will put up posters at Farmers Market and we will put up signage at thrift store if they want for them. Discussed having furniture donations to the Farmers Market and the thrift store managing the donations and sales but decided against.

Next Meeting set for June 7th, 2017 at 4:00 PM

Meeting adjourned at 5:30 PM

## Managers Report - April 2017

Sales - Sales have been amazing this month. **This is a record month.** We had 441 customers this month which is the highest ever. We brought in \$5611.10 which is also a record considering we were only open 12 days. We did have one month (October 2016) where there was \$5667.00 in sales (there was also a one day ½ price storewide sale and rummage sale day in that month so comparing apples to apples) but we were open 13 days that month. If we were open another day this month, I am positive we would have surpassed the \$55.90 difference 😊 WOW – great work everyone!!!

Donations – have been steady –even through rummage sale time! The volunteers have done an amazing job at keeping up with the steady stream of incoming donations. Our shed has now been cleaned out with approximately 220 boxes and several bags and larger loose items given to the rummage sale.

Inventory – We have started bringing up spring and summer boxes and getting them out onto the floor. Still more to come. We had a very successful ½ price sale on April 19<sup>th</sup> (\$668.75 – 70 customers) and then cleared out all the departments for the rummage sale and to make room for new stock.

Volunteers – I want to thank the volunteers for their hard work and willingness to help whenever needed as we went through the transition of management this month. It always amazed me how great the store always looks and how they can sort so much every day! Now that I am there most of the time, I see firsthand just how good they are at what they do. We could not do this without you – thank you!!

Moving On and Diabetes Canada – We have gotten into a routine of sorting and transporting for the CDA. We currently have about 120 bags in the storage unit for the CDA – we are averaging around 6-8 bags a day.

Hours of Operation – We have been doing 11-4 this month and it is working well now that the customers are used to the new times. One more change coming up next week with the addition of Tuesdays. This seems to be working well for the volunteer schedule as it spreads everyone out a little more.

Management/Administration - This has been a great month for me as I learn the new role of combining manager / administrator. I am really enjoying working with the volunteers - I feels like a family and I love the atmosphere of friendship when I am working with everyone. I am slowly getting things together - I finally got my laptop, printer and a desk for my little office. Now to move all the information that I have at home to the store. It will make life a lot easier and everything more efficient to have it all in one place and accessible in store. I appreciate the opportunity that has been given to me.

Finances – I thought I would put the finance and statistics report with the managers' report now that these duties are combined. We have \$7560.02 in the operating account, \$2004.80 in the savings and \$20,000 in the GIC. The manager was paid \$1005 this month – 40 hours of in store management (Wednesdays and Fridays – we were closed Friday, April 14<sup>th</sup> but I worked the 15<sup>th</sup> instead) and 20 hours of administration. I wanted to see how much administration I was doing on the side – I recorded 23.25 hours (I don't write down everything so I may have missed some) but I charged for the max. 20 hours (5 hours per week). I think once I have the office set up in store, this extra administration should decrease as I will be able to do a lot when I am in the store – especially now that I will be having the extra day (Tuesdays). But the number of hours of in store management will go up to 60 hours. The other big expense this month was the laptop - \$808. For the stats – as stated above – it was a record month. The volunteer hours went down this month – I am not recording any of my hours as volunteer time now (except this past Saturday – April 29<sup>th</sup>) as well as Jean not recording as much. And a lot of the ladies were busy volunteering at the rummage sale also. But we were still able to keep up with incoming donations. I think this is a good sign as we spread out our volunteer base to include Tuesdays.

## **HIRING AGREEMENT FOR MANAGER - CENTER STREET THRIFT STORE**

Person to be hired: Laura Creasy

Start Date: April 1<sup>st</sup>, 2017

Rate of Pay : \$16.75 per hour

Days of Work:

Wednesdays and Fridays in the month of April from 11:00 AM to 4:00 PM

Starting in May, 2017 - Tuesday, Wednesday and Fridays 11:00 AM to 4:00 PM

5 hours maximum per week outside administration

Terms of agreement:

The above person will be hired starting April 1<sup>st</sup>, 2017 to manage the Center Street Thrift Store for a trial period of 6 months. This contract will be revisited on October 1, 2017. Their duties are outlined in the job description. Rate of pay will be reviewed on an annual basis in December.

As this person has other outside casual employment, they may need to work various hours at their other positions during the above times. If this happens, they must contact the thrift store board chairperson and make arrangements to ensure there is adequate coverage for these times. The person will not be paid for these hours unless they are made up at another time (i.e. Working a Saturday in lieu of missing a day during the above scheduled work week). The manager will not be paid for sick days or holiday days taken as this is a contractual position.

Signing below means you have read and agree with above terms and duties as outlined in the job description.

Manager for Center Street Thrift Store being hired:

Print name: \_\_\_\_\_ Sign name: \_\_\_\_\_

Date: \_\_\_\_\_

Witnessed by: (Thrift Store Board Chairperson)

Print name: \_\_\_\_\_ Sign name: \_\_\_\_\_

Date: \_\_\_\_\_

Witnessed by: (Ministry and Personnel Chairperson)

Print name: \_\_\_\_\_ Sign name: \_\_\_\_\_

Date: \_\_\_\_\_



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Center Street Thrift Store Manager</b>
<b>REPORTS TO:</b>	Center Street Thrift Store Board
<b>TIME COMMITMENT:</b>	15 hours in store/week – Max. 5 hours Administration/ week
<b>STARTING SALARY:</b>	\$16.75 per hour

### Position Summary

The Thrift Store Manager provides oversight and management of thrift store operations and is the main contact person for volunteers, the board and the community. The Manager provides direction to the volunteers and oversees sales, donations of merchandise and promotion of the store in the community. The Manager is also responsible for the office administration which includes statistics, finances, signage, advertising, communication, thrift store board secretary and attending council meetings.

### Essential Functions

1. Store Management & Merchandising
  - a. Develop and implement written procedures for store operations, including opening, and closing the store; procedures for accepting, sorting, pricing donations; security procedures for staff and volunteers, handling of cash, and other relevant procedures as needed.
  - b. Oversees the processing of donated items, manages the rotation of items and the disposal of donated items in a timely fashion. Processes include: sorting, tagging, displaying and disposal of donated items, providing leadership to staff and volunteers; sets standards for merchandise and communicates same.
  
2. Volunteer Management
  - a. Is the main contact point for the volunteers and communicates information to the volunteers when needed.
  - b. Develops schedules for the volunteers to maintain adequate personnel at the store to accomplish tasks and respond to customers.
  - c. Trains and supervises store volunteers; helps with recruiting of volunteers.
  - d. Consults with volunteers on a regular basis, addressing concerns and sharing ideas.
  - e. Provides timely direction and written and verbal feedback.
  
3. Marketing & Promotion
  - a. Responsible for advertising in store and in the community through various channels for upcoming sales, items in stock, hours, recruiting volunteers, closures, etc.
  - b. Oversees the signage and display of merchandise inside the store to enhance the appearance and appeal of the store.
  
4. Customer Service
  - a. Provide excellence in customer service to all visitors to the thrift store according to our vision and mission statement and ensures staff and volunteers follow same standards.

5. Financial Management
  - a. Uses thrift store resources (financial and non-financial) prudently.
  - b. Daily bookkeeping and statistical recording is completed by the manager.
  - c. Is responsible for the handling of cash and deposits.
  
6. Thrift Store Board Meetings and Council Meetings
  - a. The Manager will consult with the Thrift Store Board Chairperson to plan Thrift Store Board Meetings.
  - b. The Manager will do agendas and take minutes of the Thrift Store Board Meetings and disperse in a timely manner. They will type up council reports in consultation with the Thrift Store Board Chairperson and present them at the council meetings. Any information discussed at council pertinent to the thrift store will be relayed to the thrift store board. If the manager is unable to attend the council meetings, they must find a replacement to attend on their behalf.

### **Other Responsibilities**

1. Perform other duties as required (see attached list of duties).

### **Education, Experience, and Skills Required**

1. Passion and enthusiasm for the mission statement of the Center Street Thrift Store.
2. Experience in retail management and overseeing volunteers a plus.
3. Reliable and trustworthy; sound decision-making skills.
4. Strong verbal, writing & organizational skills.
5. Cooperative, friendly, and helpful attitude with customers and volunteers. Ability to work closely with others to create and maintain a positive and constructive environment .
6. Ability to thrive in a flexible, ever evolving and charitable environment while maintaining a sense of humor and a positive, solution-oriented approach.
7. Ability to maintain a flexible schedule.
8. Ability to work independently and in a team setting.

## **CENTER STREET THRIFT STORE**

### **MANAGER DUTIES**

1. Contact person
2. Organize board meetings – dates, agendas, take minutes and disperse
3. Attend council meetings and present report
4. Maintain volunteer roster
5. Volunteer recognition / recruit / training
6. Advertising
7. Communication
8. Input and report statistics (sales, volunteer hours, customers, etc.)
9. Financial – maintain books and budget
10. Maintain and Update Price List
11. Maintain and Update Signage – in store, closures, sales
12. Purchase store supplies
13. Coordinate Moving On
14. Filing
15. Coordinate closures (i.e. Funerals, suppers)
16. Create policy - Type and maintain updates