

Alley 58 Thrift Store Sales Associate

REPORTS TO: Thrift Store Manager

SUPERVISES: No One

STATUS: Non-Exempt - refer to personnel policies for detailed explanation.

JOB OBJECTIVES: Responsible for assisting customers, processing sales, donation processing, visual merchandising, and maintaining the store's appearance, cleanliness, and organization.

ESSENTIAL JOB FUNCTIONS:

- Greet customers, assist with finding items, answer questions, and provide excellent customer service.
- Manage the rotation of items and the disposal of donated items in a timely fashion. Processes include: sorting, hanging, pricing, tagging, cleaning, displaying and disposing of donated items.
- Operate the cash register, process sales, handle payments (cash, credit, debit), and provide receipts. Ensure that all sales transactions are handled properly and in line with Alley 58's cash handling procedures
- Keep the sales floor clean and organized, restock merchandise, arrange items on shelves, and ensure a positive shopping experience.
- Maintain awareness of inventory levels, report discrepancies, and help with restocking.
- Responsible for closing duties to include securing the store, proper cash handling, and preparing for next day's operations;
- Perform and provide CPR and first aid as needed;
- Attend and participate in agency and job-related meetings and training
- Serve as client advocate to ensure clients' civil and human rights are protected;
- Report all cases of suspected abuse, neglect, exploitation, discrimination, or harassment immediately.
- Ensure conformance with regulatory agencies of federal, state and local government, specifically related to programming, services, and related agency operations;
- Follow JRDS individual information privacy & security policies & procedures;
- Follow JRDS Personnel Policies & Procedures;
- Other duties as assigned.

CRITICAL SKILLS/KNOWLEDGE/ABILITIES:

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.
- Thorough knowledge of procedures used in performing duties;
- Thorough knowledge of job-related regulations;
- Ability to use basic math while making a sale, counting, and making change
- Thorough knowledge of behavior and aggression management and how to implement;
- Working knowledge of applicable computer system and programs including Microsoft Word and Excel; Uses a computer to access, input and retrieve work-related information and to prepare written documents.
- Exceptional people skills. Ability to effectively communicate verbally and in writing;
- Ability to develop and maintain effective, cooperative and productive work relationships with supervisor, co-workers, and public;
- Ability to anticipate problems and initiate corrective action;
- Ability to make practical application of policies/procedures to assigned tasks;
- Ability to write, complete, process and maintain required paperwork; Ability to reconcile daily receipts for accounting purposes.

- Ability to effectively organize and maintain program materials and equipment;
- Ability to perform and provide CPR and first aid as required;
- Ability to assign, supervise, instruct, train, counsel, coordinate, direct and evaluate subordinate(s);
- Ability to legally and safely operate a motor vehicle;
- Must be able to operate office equipment such as cash register system. telephone, copy machine and calculator;

JOB STANDARDS:

High school diploma or equivalent plus a minimum of one year work experience in related field. CPR and first aid certification required. Sign language would be beneficial. Excellent work references required. Position requires twisting, bending, stooping, kneeling.

RESPONSIBILITY: Work is assigned by supervisor and may consist of detailed instructions. Assignments are usually carried out using standardized procedures. When specifications and guidelines do not exist, employee is expected to use good judgment, creativity and innovation in selecting and adapting methods or procedures to fit unusual or complex situations and the supervisor is to be advised of or consulted on concerns about new or unique tasks. Essential job functions (expectations) are subject to change per state regulations and/or client or program needs. Independent decision making required.

HEALTH AND SAFETY: Employee is to assure health and safety of self and others by following all applicable agency policies, laws, and regulations and reporting potentially unsafe conditions to management. The following policies apply: posted health and safety policies, Universal Precautions, Emergency Action Plan; however, this list is not all inclusive and may be changed as required. All staff are evaluated on health and safety, and will be disciplined for violating policies. Employee is to participate in required training, which may include appropriate agency drills (i.e. fire, tornado, evacuation, etc.).

PHYSICAL EFFORTS:

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit. Position requires twisting, bending, stooping, kneeling. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORKING ATTIRE: Agency dress code should be followed per the Personnel Policies manual.

Signatures below indicate review of the job description

Employee

Date

Supervisor

Date