

THE THRIFT STORE – Benefitting the Club for Boys

Job Description – Store Assistant

Effective 12/14/2020

Job Summary: As a point of contact with customers, the Store Assistant will greet, assist, cash out, handle customer's needs, thank customers, and help create a positive shopping environment for customers. The Store Assistant will be responsible for creating and maintaining merchandising displays throughout the store.

Reports To: Assistant Sales Floor Supervisor, Manager

Supervises: Jr. Retailers, Volunteers

Responsibilities:

- The Store Assistant's main focus is to do the merchandising. The Store Assistant will be doing cashiering duties as needed.
- It is essential that this individual know and understand all policies and procedures – “hold” on merchandise, missing sales tags, deliveries, cash donations, tax exempt items, slips for sold merchandise, etc.
- The Store Assistant should NEVER GUESS on a policy or procedure – always ask a supervisor if you are unsure how to handle a specific customer request.
- Learn the POS system and follow all procedures for checking-out customers.
- Check-out customers promptly and efficiently, and if there are more than 3 people in line call for back-up.
- Bag merchandise appropriately using a variety of bags, wrapping, boxes, etc. that are provided.
- Prioritize tasks to maximize efficiency during each shift.
- Assist customers with jewelry and other display case items.
- Acknowledge exiting customers, including customers that are leaving without making a purchase, by saying, “Thank you for coming in”, “Have a great day”, or a similar acknowledgement.
- Learn and follow all procedures for cash handling, including checks and credit cards; VIC, gift certificates, store cards, and all other promotional or discount items.
- Distribute ‘bag stuffers’, monthly calendar, upcoming event reminder/invite cards and other promotional items to customers as needed.
- Use the intercom system to call for assistance when needed, including loading or unloading, additional cashiers, or for manager's assistance.
- Display merchandise, organize the area, and generally straighten up the store as you work on displays. Keep areas safe for customers and staff at all times.
- Maintain organization and cleanliness at the registers at all times.
- Assist with cleaning and end of day lists as well as with any opening procedures.
- Assist in training new cashiers and other staff, run end of day reports within your level of experience and at the direction of management.
- Maintain a clean and neat personal appearance, be presentable to the public at all times.
- Independently analyze situations arising during the workday, while using good judgment to prioritize and complete work assignments safely and expeditiously.
- Be a positive, respectful and supportive role model and support a positive attitude towards The Thrift Store and the Club for Boys.
- Use good oral communications skill and interact professionally with management, other employees, and the general public.
- Provide input for creative sales ideas to promote maximum income.

- Work with the DOC Inmates if applicable

Minimum Qualifications:

- High School diploma or equivalent, or enrollment in a high school or equivalent program.
- Two years related experience or a minimum of 20 hours supervised on the job training, with continued employment at the supervisor's discretion.

Skills:

- Strong customer service skills
- Good interpersonal skills, highly organized with the ability to adapt quickly to changing priorities and effective time management skills.
- Ability to handle varied cash handling transactions, including counting back change.
- Stay calm, focused and professional in a variety of circumstances.
- Be alert to your surroundings at all times. This is important to detect shoplifters
- Anticipate and prioritize customer's needs.
- Follow written and oral directions.
- Handle a variety of duties in an organized manner and follow up effectively.
- Establish priorities and coordinate assignments.
- Handle circumstances with tact, discretion and a mature nature.
- Ability to put together products to create a visually pleasing display.
- Learn new skills and to work collaboratively with others.
- Must possess mature judgment, neat personal appearance, tact and discretion.

Physical Requirements:

- Ability to lift, maneuver, and carry medium to heavy objects (i.e. 10 – 50 lbs.).
- Must be able to stand for extended periods, bend, squat, kneel, climb, reach above shoulder level and lift from high to low positions.

Work Specifics:

- Part time and/or full time, hourly non-exempt.
- Shifts can change due to business needs or at the discretion of management.
- Weekends, special events, and selected holidays may be required.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.

I have read and agree with the above job description.

Signature

Date