

JOB TITLE: Merchandiser
REPORTS TO: Thrift Store Manager
DEPT: Thrift Store

STATUS: REG/FT/NE
SCHEDULE: Varies, 40 hrs/week
Mon-Fri, some Saturdays
REVISED: 11/30/2020

Winston-Salem Rescue Mission (WSRM) is a Christian, non-denominational service ministry, existing to help hurting men find healing in the gospel of Jesus Christ and hope through the new life Christ gives. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.

SUMMARY OF POSITION:

Assist the store operations in processing items including clothing, novelty and furniture items. Winston-Salem Rescue Mission Thrift Store always striving to increase sales needed to help fund the operating expenses of WSRM.

DUTIES AND RESPONSIBILITIES:

Sorting and Processing

- Processing and sorting of jewelry, glassware, luggage/handbags, electronic media and personal care products.
- Sort clothing through donated clothing separating clothes for sales floor, clothing closet and bailer checking clothing for tears, frays, stains, etc.,.
- Hanging clothing on appropriate hangers and placing on appropriate merchandising rack.
- Processing and sorting of novelty items and pricing under direction of the management.
- Maintain a clean and organized work space.

Display and Marketing

- Work closely with TS Management to market items and advertise in a profitable way.
- Work closely with TS Management to find creative ways to increase sales inside but primarily outside of our four highest selling categories (mattresses/box-springs, furniture, novelties and clothing).
- Stage and organize the sales floor in order to achieve greater sales and maximize profits.
- Maintain a clean, organized and appealing sales floor.

Customer Service

- Welcome all customers entering the store, exhibiting a courteous and friendly attitude.
- Assist customers as needed and resolve any customer inquiries or complaints.
- Seek ways to build positive relationship with customers, volunteers and clients.
- Report suspicious customer behavior or problems to Store Manager or Assistant Manager.

General

- Work with the team to prevent store theft and promote security.
- Maintain ample level of supplies, receipts, etc. for store operation.
- Other duties as assigned.

EDUCATION/EXPERIENCE:

- High School Diploma or GED required.

SKILLS & QUALIFICATIONS:

- Christian with a ministry mindset, utilizing the skills, training and experience God has provided.
- Problem solver with regard to people and things, able to offer effective solutions while remaining calm, respectful and compassionate.
- Able to work with people in varied circumstances related to addiction including recovery and mental illness. Able to treat individuals with dignity and respect in all situations.
- Good cash handling skills, high degree of accuracy and able to handle reconciliation responsibilities as assigned.
- Safety conscious with a strong knowledge of retail operation and merchandising.
- Works well with others, able to teach and train “on the job” while completing required duties.
- Excellent manual dexterity, good eye-hand coordination
- Good organizational skills with regard to people and things.
- Must be honest, have integrity and a strong work ethic

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

- The majority of this position requires work indoors, with clients of the WSRM.
- In good physical health with good eye-hand coordinator and gross motor skills.

Standing:	Continuously	Lifting:	Frequently, up to 50 lbs.
Climbing:	Occasionally	Walking:	Frequently

EQUIPMENT/TOOLS USED:

- | | |
|-----------------|---------------|
| • Cash register | • Computer |
| • Phone | • Pricing gun |
| • Internet | • Tag Printer |

Employee Signature

Date