

JOB TITLE: Sales Associate
REPORTS TO: Thrift Store Manager
DEPT: Thrift Store

STATUS: REG/PT/NE
SCHEDULE: 25 hours per week, some Saturdays
REVISED: 4/13/2021

Winston-Salem Rescue Mission is a Christian, non-denominational service ministry, meeting the physical, emotional, and spiritual needs of hurting people in the Triad area so that we might proclaim the gospel of Jesus Christ and bring glory to God. 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 WSRM Thrift Store customers by ringing up their purchases and providing excellent customer service. Responsible to oversee the front-end and merchandise displays. Works with customers to resolve customer service issues.

DUTIES AND RESPONSIBILITIES:

Cashier

- Welcome all customers entering the store.
- Monitor supply needs for register area:
 - register supplies
 - bags for purchases
 - ministry brochures
- Accurately ring up sales and receive payment:
 - Cash payment and making change
 - Process credit card payments
- Maintain needed cash and coin levels throughout shift.
- Balance cash drawer with Thrift Store Management at end of shift.
- Keep shopping carts in designated location.
- Arrange and maintain store front merchandise displays.
- Working with Thrift Store Management, assist residents in fulfilling their work assignments.
- Other duties as requested.

Displays

- Assist with all merchandise display, rotation, and purging.
- Organize and plan displays according to management direction.

Customer Service

- Exhibit a courteous and friendly attitude, offering excellent customer service.
- Assist with furniture sales and customer questions about products.
- Maintain ample level of supplies, receipts, etc. for store operation.
- Maintain a clean, organized and appealing appearance to the store.
- Handle customer concerns.
- Prevent theft and promote security.
- Answer phone and other inquiries.
- Seek ways to build positive relationship with customers.

Sold Items

- Oversee the sold items held in warehouse to insure timely pickup.

- Contact customers before returning things to sales floor for resale.

General

- Other duties as assigned.

EDUCATION/EXPERIENCE:

- High school diploma or GED required
- 6+ years retail/merchandising experience preferred
- 6+ months cashier/cash handling experience required.
- Clover register experience preferred.

SKILLS & QUALIFICATIONS:

- Committed Christian, able and willing to model servant-leadership and interested in being part of a ministry that ministers to the addicted, poor, and homeless.
- Effective problem solver with regard to people and things, able to offer effective solutions while remaining calm, respectful and compassionate.
- 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
- Able to work with people in varied circumstances related to addiction; including recovery and mental illness and to treat individuals with dignity and respect in all situations.
- Good organizational skills with regard to people and things.
- Must be honest, have integrity and a strong work ethic
- Valid North Carolina driver’s license

WORKING CONDITIONS/PHYSICAL FACTORS:

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

- The majority of this position requires work indoors, with a homeless/street population.
- 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 Phone Pricing gun
- Computer
- Internet

Employee Signature

Date