

JOB TITLE: Sales Associate STATUS: REG/PT/NE
REPORTS TO: Thrift Store Manager SCHEDULE: 25-29 hours per week, some Saturdays
DEPT: Thrift Store REVISED: 11/15/2021

The Winston-Salem Rescue Mission (WSRM) is helping our hurting neighbors find hope and healing through the transforming gospel of Jesus Christ. 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.

EDUCATION/EXPERIENCE:

- High school diploma or GED required
- 6+ months 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.

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| 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