

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

STATUS: REG/FT/NE  
SCHEDULE: Varies, 40 hrs/week  
Mon-Fri, some Saturdays  
REVISED: 07/20/2023

*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 the store operations in processing items including clothing, novelty and furniture items. Winston-Salem Rescue Mission Thrift Store always strives 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 them on appropriate merchandising racks.
- Processing and sorting of novelty items and pricing under direction of the Merchandising employee.
- 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 relationships with customers, volunteers and clients.
- Report suspicious customer behavior or problems to the 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.
- 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:**

- |            |               |
|------------|---------------|
| ● Phone    | ● Computer    |
| ● Internet | ● Pricing gun |
|            | ● Tag Printer |

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Employee Signature

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Date