

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

STATUS: REG/FT/NE
SCHEDULE: Mon-Fri, Every Other Saturday
REVISED: 06/11/2025

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:

The Winston-Salem Rescue Mission (WSRM) is seeking a reliable, team oriented individual to assist the store operations in processing items including but not limited to clothing, novelty and furniture items. Winston-Salem Rescue Mission Thrift Store always strives to increase sales needed to help fund the life changing programs such as the Food Pantry and the Substance Abuse and Addiction Recovery programs of the 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.
- Assist with store coverage due as needed (sales, cashiering, etc.)
- 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:

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