



## Job Description

*Encore Thrift Store*

Department: Thrift Ministry  
Position Description: Retail Associate  
Employee Name:

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### **JOB SUMMARY**

Primary responsibilities include customer service and merchandising of the Encore Thrift Store, receipting and processing of donations that come into the store, selecting and marketing appropriate items for sale as needed/directed within the store. Other duties related to thrift store success will be expected as well, including duties associated with: community outreach, administrative duties, online sales and assisting with work groups, M25 Volunteers and supervision of work skills participants.

### **RESPONSIBILITIES**

**The Retail Associate provides support in the following areas:**

- Donation Receipt and Processing
  - Discern quality of potential donated items
  - Receive donations and ensure that there is effective communication with donors (ie: about promotions, in-kind receipts, and thank you's)
  - In-Kind completion, valuation and reporting
  - Provide training and supervision of volunteers and work skills participants as it relates to donation receipt and processing
  - Provide training to volunteers and work skills participants as it relates to sorting and displaying items
  - Maintain a clean, safe and friendly environment for customers, volunteers and employees.
  - Maintaining knowledge of market prices for donated items
  - Carry-out a strategy to expand corporate donor relationships for a variety of in-kind goods, supporting our retail sales
- Production & Warehouse
  - Communicate and cooperate with the Driver & Warehouse Associate, as well as the Retail Manager, in scheduling and receiving donation pick-ups.
  - Communicate and cooperate with the Driver & Warehouse Associate, as well as the Retail Manager, in the securing of materials for store operations (e.g. pallets, baling wire, boxes, etc...)
  - Bale unusable clothing items
  - Provide support for all recycling efforts
  - Provide support within donation intake and merchandising of items as needed
  - Provide support to all backroom processes
- Customer Service
  - Processing customer purchases (cash, credit & debit)
  - Balancing daily receipts with revenues received
  - Answer phones providing information and referrals
  - Ensure that voucher recipients have a pleasant and uplifting experience
  - Support a profitable and efficient operation within the retail areas
  - Provide oversight related to the cleanliness and organization of the retail spaces within the store. Communicating areas which need attention to team members and supporting cleanliness and organization personally
  - Develop and rotate visually appealing displays to draw attention and to increase sales
  - Work in a spirit of cooperation and mutual assistance with all other staff members of Hope Ministries and its subsidiaries
  - Participate in the spiritual growth and Christian instruction of those whom Hope Ministries serves. This can include (but is not restricted to) personal mentoring, the



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sharing of Scripture and Biblical encouragement, and praying with program participants. This may be in a structured setting (i.e., a classroom or chapel), or unstructured, with individual clients as the need arises.

- Other duties as assigned by the Retail Manager.

## QUALIFICATIONS

- Spiritual Qualifications: Must have a lifestyle that demonstrates moral and ethical adherence to the teachings of the Bible and an expressed desire to minister to those who are poor, needy and homeless.
- Education: High school degree required, Associate or Bachelors degree preferred  
Knowledge/Skills/Abilities: One to three years of experience in retail. The ability to lift and/or maneuver heavy boxes, bags, furniture and other material donations. Good public relations skills with all constituents. Previous marketing and/or sales experience preferred.
- Specific Skills: Ability to stay organized – multi-tasking – flexible – outgoing, friendly personality – detail oriented – self-starter – effective written and verbal communication – able to lift 40-50 lbs – ability to operate Microsoft Office programs including Word, Excel and Publisher also Outlook and Internet capability.

Reports to: Retail Manager

Salaried/Exempt   

Hourly/Non-exempt   X  

**Work Schedule: 40 hours per week during various work start\ending times Mondays through Saturdays between the hours of 8:30 AM and 6:30 PM.**

I agree with Hope Ministries' Mission Statement, Core Values and Statement of Faith.

Signature of Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature of Supervisor \_\_\_\_\_ Date \_\_\_\_\_