

# Sales Associate

**Department** | Operations/Retail

**Reports To** | Retail Manager

**FLSA Status** | Non-Exempt

**Payscale** | Full Time or Part Time; Hourly

## SUMMARY

Works under the direction of the Retail Management team in carrying out all retail operations in the store, including, but not limited to, creating a Christ-centered environment, register operations, customer service, store appearance and displays, and employee interactions.

## ESSENTIAL FUNCTIONS OF THE JOB

1. Assist the Retail Management team in the building of the team, by being an example of “revealing Christ” to all staff, donors, and customers.
2. Provide a friendly and joyful welcoming to all customers when they enter the store and throughout their shopping experience.
3. Assist the Retail Management team in register transactions including handling of cash and credit card payments and any non-cash purchases, in order to ensure the accuracy and security of all transactions.
4. Work with the Retail Management team to establish and maintain customer service standards in order to ensure compliance with the company mission statement and to provide a pleasant shopping experience for each customer.
5. Work with store staff in maintaining the physical appearance of the store on every shift, including, but not limited to: communicating and restocking of janitorial and restroom supplies, removing safety hazards, picking up store merchandise and restoring to proper place, cleaning parking lot, sidewalks, windows and doors, store floors, break room(s), restrooms and other public areas, to ensure the safety and health of customers and employees.
6. Maintain and clean out fitting rooms on a regular basis.
7. Assist store staff, in stocking store shelves and clothing racks, in order to provide customers with maximum shopping opportunities.
8. Under the direction of the Retail Management team, assist store staff, as needed, to set up or change store displays in order to provide a pleasant shopping environment and to entice customers to shop new areas or items within the store.
9. Communicate, daily, all events related to customer service issues or problems, register mistakes, employee issues or accidents, and general store operations to the manager, in order to ensure all issues are handled properly and in accordance with company policies and procedures.
10. Attend as required, or requested, all training events provided by the company and all store meetings as scheduled by the manager in order to keep current on any policy changes, new procedures, and other information essential to performing the job.

## SPIRITUAL GUIDELINES

1. Practicing believer in the Lord Jesus Christ.
2. Belief that the Bible is God’s true Word.
3. Commitment to growth in relationship with the Lord Jesus Christ and in Christian maturity.

## KNOWLEDGE, SKILLS AND ABILITIES

1. Must have a commitment to Hope Ministries LLC Thrift Stores’ mission.
2. Must be a people person with a pleasant and willing attitude and have a servant’s heart.
3. Experience in retail operations preferred.

I have read and understand the description and can perform the Essential Functions of the Job with or without accommodation.

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4. Excellent communication skills (both oral and written) with an excellent command of the English language.
5. Excellent math and money handling skills.
6. Ability to interpret a variety of instructions furnished in written or oral form.
7. Ability to operate a cash register and credit card machine.
8. Ability to operate general office machines, copier, fax, printers, scanners.

**PLANNING/ORGANIZING**

1. Must be detail-oriented and have solid organizational skills.
2. Must be a problem solver and be able to work with a minimum of supervision and take initiative.
3. Excellent time management skills
4. Must possess a demonstrable level of skill and proficiency in planning so to meet established goals.

**EDUCATION AND EXPERIENCE**

Two to three years experience in retail or related experience preferred.

**PHYSICAL/ENVIRONMENTAL DEMANDS**

Stand	3/4 of the time
Walk	3/4 of the time
Sit	1/4 of the time
Use hands to type – computer keyboard or register	3/4 of the time
Use hands to handle documents and merchandise	3/4 of the time
Talk or hear	All Day

Moderate physical activity on a daily basis, with occasional strenuous activity. Able to lift at least 50 pounds. Use hands to lift, sort, clean, organize throughout a standard work day. Store is a well-lit, heated and/or air-conditioned indoor retail and office setting with adequate ventilation.

**VISION REQUIREMENTS**

1. Close vision (clear vision at 20 inches or less)
2. Distance vision (clear vision at 20 feet or more)
3. Color Vision (ability to identify and distinguish colors).
4. Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point).
5. Depth perception (three dimensional vision, ability to judge distances and spatial relationships).
6. Ability to adjust focus (adjust the eye to bring an object into sharp focus)

**WORK SCHEDULE/HOURS**

**For Full-Time** Monday – Saturday, minimum of 35 hours per week and maximum of 40 hours per week. Attendance at specific meetings or off-site events or training may be required.

**For Part-Time** Monday – Saturday, maximum of 28 hours per week. Attendance at specific meetings or off-site events or training may be required.

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