



## Job Description

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| Job Title:         | <b>Retail Associate</b>   |
| Department:        | Community Resource Center   |
| Classification:    | Full-time or part-time, hourly, non-exempt, non-seasonal  |
| Job Relationships: | Reports to the community resource manager and the retail supervisor.  |
| Position Summary:  | The retail associate receives donations, processes and displays merchandise, operates point of sale systems to complete sales transactions, and assists with overall retail and thrift operations. The retail associate ensures the community resource center's facilities are clean, organized, and inviting while providing quality customer service to clients and volunteers of the community resource center and its retail locations. |

### Essential Duties and Responsibilities:

#### **Retail Operations and Donation processing**

- Maintains a clean, organized, attractive, and safe donation center and retail locations.
- Receives, sorts, and distributes items donated to the community resource center.
- Offers appreciation to clients for their donations and assists clients in creating donor receipts for their items.
- Evaluates donated items. Recycles or disposes of items with low resale value; cleans, prices, and displays resalable merchandise in the retail center.
- Operates point of sale system; assists with sales transactions and with the reconciliation of daily cash receipts.
- Answers multiple phone lines and appropriately refers clients.
- Keeps work areas stocked with supplies and necessary equipment; notifies the retail supervisor of supply needs.
- Participates in community resource center special events as assigned.

#### **Staff and Volunteer Relations**

- Works cooperatively with HSBV personnel, including representatives of other departments.
- Integrates volunteers and takes an active role in their training, safety, performance, and volunteer satisfaction.
- Actively supports employees and volunteers and promotes the development of skills related to the advancement of the department, HSBV goals, and the mission.
- Attends and participates in HSBV training programs and meetings as assigned.

#### **Client Service**

- Exemplifies HSBV's client service values: we use our best judgment; we do what we say we will do; we treat people with respect; we use flexibility and creativity to exceed expectations.
- Represents HSBV in a professional and courteous manner at all times.
- Provides quality service to clients, volunteers, and staff recognizing their individual contributions to the success of our organization.
- Informs the community resource manager or retail supervisor of any client concerns or other issues that may impact HSBV.

#### **Philanthropy**

- Advises clients of monetary and in-kind donation opportunities. Cultivates relationships with current and potential

donors.

- Promotes special events and actively participates in over-the-counter fundraising.

### **Adoptions**

- Ensures the general care and maintenance of shelter animals showcased at the thrift shop.
- Facilitates client/animal interactions to ensure a safe and pleasant experience and completes adoption documents.
- Committed to maintaining the integrity of HSBV's adoption program.

### **Safety**

- Follows all safety guidelines to ensure a safe work environment.
- Takes immediate action to address any safety concern or noncompliance with OSHA safety rules that could put an employee, volunteer, client, animal or the organization at risk.

### **Other Duties**

- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### Qualifications:

#### **Education/Experience**

High school diploma or equivalent required. Bilingual in English/Spanish preferred. Must possess a Colorado driver's license with an insurable driving record..

#### **Knowledge, Skills and Abilities**

Demonstrates HSBV's internal values of kindness, collaboration, ingenuity, trust, optimism and humility. Committed to the mission, values, policies, and goals of HSBV. Possesses effective communication and customer service skills. Able to work with a variety of people in a fast-paced work environment. Possesses basic computer skills in a Windows environment. Able to accurately process retail transactions in a point of sale system and provide correct change. Able to sustain a full eight-hour day of standing, walking, lifting, bending, carrying, squatting, and lifting. Must be able to independently lift and carry donated items weighing up to 40 pounds, and must be able to lift and carry donated items weighing more than 40 pounds with assistance.

#### **Work Conditions**

Work is performed in warehouse and retail shop setting. Exposure to various weather conditions while assisting clients and when moving between warehouse and retail shop. Work shifts spent standing, walking, lifting, bending, carrying, squatting, lifting, answering telephones, and using a computer. Regular exposure to cats housed in the retail center; potentially subject to animal bites and scratches, zoonotic diseases, and cleaning agents.

P/Personnel Management/Job Descriptions and Postings/Community Resource Center/Retail Associate 2019

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