



Martha's Vineyard Community Services, Inc.

Thrift Shop Sales Associate

Job Description

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Reports to: Thrift Shop Director of Operations

Classification: Non-Exempt

Department: Thrift Shop (175)

Date: September 2022

Approved: September 30, 2022, Elizabeth Folcarelli, CEO

Next Review Date: August 2023

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**JOB SUMMARY:**

To provide efficient, high quality customer service to all customers and donors. Assists in the intake and processing of donations. Assists with daily store operations and sales transactions.

**ESSENTIAL FUNCTIONS:**

1. Operates Thrift Shop in the absence of manager and assistant manager
2. Processes donations, prices existing and new arrivals on a daily basis
  - a. Ensure all product on sales floor is priced and displayed neatly. Keeps the store sufficiently stocked
  - b. Places new arrivals on displays. Creates merchandise displays as needed
3. Greets and acknowledges customers and donors entering and leaving the store and while shopping throughout the store
4. Answers customers' and donors' questions and politely refers to management when necessary.
5. Works with the volunteer staff to ensure quality standards are being met and that volunteers are motivated and enjoying their tasks.
6. Accurately rings up customer's purchases, receives payment of cash, credit, debit, gift card, gift certificate or vouchers. Issues customer receipts and change when applicable.
7. Cleans shelves, counters, tables and floors as either directed or as deemed necessary.

8. Follows all safety policies and procedures.
9. Follows Daily Assignment Log issued by Thrift Shop Director of Operations.
10. Assists in maintaining safe environment for staff and customers inside and outside the store.
11. Performs other duties as assigned by Director of Operations and Assistant Director of Operations.

**ADDITIONAL RESPONSIBILITIES:**

1. Assists with the annual Chicken Alley Art Show weekend and other special events
2. Assists with estate sale pickups and other scheduled pickups.
3. Assists with deliveries
4. Assists with dump runs
5. Internet research

**QUALIFICATIONS:**

- Retail experience or experience working with the public (preferred)
- Ability to occasionally adjust or move objects up to 40lbs in all directions.
- Ability to maintain composure under pressure
- Strong multi-tasking and competent organizational skills
- Strong communication skills
- Ability to direct and motivate volunteers
- Ability to patiently work with the public while maintaining a pleasant disposition

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.

Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

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Employee Signature

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Date