



JOB DESCRIPTION

Position: **Rock Retail Sales Associate**
Reports to: **Retail Manager**
Position Status: **Part-Time, Non-Exempt**

Department: **Operations/Rockpile Bookstore/RockThrift Store**
Effective: **June 1, 2011**
Position Number: **RC-24-11**
Posting Date: **June 2, 2011**
1st Closing Date: **June 10, 2011**

Position Summary: The Rock Retail Sales Associate assists in the daily operations of Rock Church retail operations in either, the Rockpile Bookstore, or the Rock Thrift Store, including store appearance, displays, cash register operations, customer assistance, stocking, serving and leading volunteer staff and the organization of store operations. The Rock Retail Sales Associate reports directly to the Retail Manager.

Job Responsibilities and Duties:

1. Greet customers and ascertain what each customer needs.
2. Recommend, select, and help locate or obtain merchandise based on customer needs and desires. Answer questions regarding the store and its merchandise.
3. Compute sales transactions and receive and process cash or credit payment.
4. Maintain knowledge of promotions, policies regarding payment and exchanges, and security practices.
5. Merchandising of products, maintenance of sales floor merchandise and managing inventory as needed.
6. Leading, training, serving, and guiding volunteer staff in operating our retail stores.

The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks under the direction of the Retail Manager.

Job Skills and Requirements:

1. Previous retail experience and cash register experience strongly desired.
2. Excellent customer service experience.
3. Ability to think and work independently with professionalism.
4. Experience in conflict resolution.
5. Proficient PC compatible computer knowledge, understanding and skill.
6. Proficient in MS Windows operating system, MS Office, MS Word, MS Excel, Internet E-mail and Internet usage.
7. Good verbal and written communication skills. Legible writing skills.
8. Good organizational skills.
9. Self-motivated and flexible.
10. Ability to recognize and maintain confidentiality as appropriate.

Expectations of Staff:

1. Christ-centered behavior at all times. i.e. treating people with dignity, respect, compassion and integrity.
2. For all grievances, follow Matthew 18 and Ephesians 4:15.
3. Proactive participation in the Strategic Ministry Model.
4. Successful completion of a background check.
5. Pleasant and professional personality and appearance.
6. Regular attendee of a Rock Weekend service.
7. Regular involvement in Rock Church activities, ministries and events.
8. Attendance at all mandatory meetings (and events, as needed).
9. A tithe of 10% to the Rock.
10. Signed acknowledgement of the Rock Church Statement of Faith.
11. Adheres to policies and procedures as stated in the Rock Church employee handbook.
12. Registered and active in the Rock A.R.M.Y.

Physical Requirements:

Ability to function independently and speak well. Physically able to lift up to 50 lbs, (with or without assistance). This position also may require long periods of standing up and walking.

Employment At-Will:

All employees of the Rock Church are at-will, and as such, are free to resign any time without reason. The Rock Church likewise, retains the right to terminate an employee's employment at any time with or without reason or notice.

Nothing contained in this job description or any other document provided to the employee is intended to be, nor should it be, construed as a guarantee that employment or any benefit will be continued for any period of time. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons that are not intended and do not create an employment contract for any specific period of time.

No manager, supervisor or employee of the Rock Church has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will.