



JOB DESCRIPTION

Position: **Thrift Store Sales Associate**

Reports to: **Thrift Store Retail Manager**

Position Status: **Part Time and Full Time, Non-Exempt**

Department : **Operations/Thrift Store**

Effective: **April 2010**

Replaces: **New Position**

Position Number: **RC-13-10**

Posting Date: **April 26, 2010**

1st Closing Date: **April 30, 2010 (1st Consideration)**

Position Summary:

The Thrift Store Sales Associate assists in the daily operations of the Rock Thrift store, including store appearance and displays, customer assistance, stocking, serving and leading volunteer staff and events, and organization of store operations. The Sales Associate reports directly to the Thrift Store Retail Manager.

Job Responsibilities and Duties:

1. Greet customers and ascertain what each customer wants or needs.
2. Describe merchandise and explain use, operation, and care of merchandise to customers.
3. Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
4. Compute sales prices, total purchases and receive and process cash or credit payment.
5. Answer questions regarding the store and its merchandise.
6. Prepare sales slips or sales contracts.
7. Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
8. Generate reports, maintain accurate records related to sales and cash handling.
9. Demonstrate use or operation of merchandise.
10. Place special orders or call other stores to find desired items.

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 Sales Associate may perform other related tasks under the direction of the Thrift Store Retail Manager.

Job Skills and Requirements:

1. Two years of retail sales experience is strongly preferred or equivalent work experience.
2. Ability to run a cash register.
3. Excellent communications skills; Ability to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
4. Strong involvement in volunteer ministry work, either in participation or organization.
5. Strong customer service skills; Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
6. Strong social perceptiveness; aware of others' reactions and understanding why they react as they do.
7. Able to follow direction and execute in the area of principles and methods for showing, promoting, and selling products, sales techniques, and sales control systems.
8. Excellent organizational and problem solving skills.
9. Basic math skills required. (Ability to add and subtract.)
10. Experience in ordering merchandise and conducting inventories.
11. Ability to work independently and with a team.
12. Self motivated and flexible.
13. Strong in Christ-like conflict resolution and able to serve as a representative of Christ and the Rock Church to those who are customers.
14. Proficient in Microsoft Windows based computer systems.

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