



ROCK
C H U R C H

SAMPLE JOB DESCRIPTION

Position: **Retail Sales Associate**
Reports to: **Store Manager**
Position Status: **Part-time or Full-Time, Non-Exempt**

Department : **Varies**
Effective: **Ongoing**
Replaces: **NA**
Position Number: **RC - 37 - 10**
Posting Date: **September 18, 2010**
1st Closing Date: **NA**

Position Summary: The Retail Sales Associate assists in the daily operations of the store, which may include: assisting with customers, store appearance and displays, stocking, serving and leading volunteer staff and events, organization of store operations, processing message CD subscriptions, distribution of online orders, updating online store, merchandising, and organization of store operations. The Retail Sales Associate reports directly to the Store Manager.

Job Responsibilities and Duties:

1. Greet customers and ascertain what each customer wants or needs.
2. Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
3. Answer questions regarding the store and its merchandise.
4. Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
5. Place special orders or call other stores to find desired items.
6. Assist with store operations.
7. Assist with screening, training and scheduling volunteers.
8. Assist in the oversight of volunteers to ensure that they are working effectively, maintaining cooperative, supportive and productive relationships.
9. Monitor store activities and ensure that the store is providing excellent customer service.
10. Assist in preparing a store for weekend services.
11. Ensure that the store is clean and organized and that merchandise is priced correctly.
12. Assist in the maintenance of the online bookstore store.
13. Assist in monthly inventory counts.

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 Store 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 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.
5. Strong in Christ-like conflict resolution and able to serve as a representative of Christ and the Rock Church to those who are customers.
6. 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.
7. Excellent organizational and problem solving skills.
8. Self motivated and flexible.

9. Basic math skills required. (Ability to add and subtract.)
10. Maintains a Class C driver's license.
11. Experience in ordering merchandise and conducting inventories.
12. Ability to work independently and with a team.
13. 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 25 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.