



## **JOB DESCRIPTION**

- JOB TITLE:** Thrift Store Associate (Part time)
- DEPARTMENT:** Volunteer Programs
- ACCOUNTABILITY:** Thrift Store Manager/Director of Programs and Volunteers
- FUNCTION:** Under the general supervision of the Thrift Store Manager the Thrift Store Associate is responsible for assisting the Thrift Store Manager and volunteers with all aspects of the thrift store operation including providing guidance and support to volunteers, acceptance of donations, sorting, pricing, and merchandising, cash management and facility maintenance and cleanliness and excellent customer service and donor relationships.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- 1.) Assists with training, directing and providing guidance and support to the thrift store volunteers.\* Maintains and assures training documents are up to date.\*
- 2.) Assists with receiving and processing donations. Assists donors with questions.\*
- 3.) Assists with the distribution of merchandise to the sales floor.\*
- 4.) Assists with display merchandising as directed.\* Follows pricing policies when setting prices on incoming merchandise and deciding appropriate discounts of existing merchandise.
- 5.) Assists with sorting pricing and stocking of store items as well as maintaining the cleanliness of the facility.\*
- 6.) Assists customers with questions and purchases. Demonstrates high sensitivity to customer service to insure customers have a positive shopping experience. Role models behavior expected of the volunteers when interacting with customers.\*
- 7.) Ensures adherence to Thrift Store policies and procedures through personal adherence and role modeling to volunteers.\*
- 8.) Assists with and utilizes all aspects of the thrift store cash management systems including cash handling, check and credit card processing, and daily banking. Adheres to cash handling policies and procedures.\*
- 9.) Assists with daily cleaning and maintenance activities.\*
- 10.) Attends Placer SPCA meetings as needed.\*
- 11.) Willing to fill vacant shifts or extend work hours as needed and approved by the Thrift Store Manager or Director of Programs and Volunteers.\*
- 12.) Assists Thrift Store Manager with tracking volunteer monthly scheduling and ordering of supplies for store. Updates information as requested by Thrift Store Manager.

- 13.) Assists with supervision of volunteers and maintains policies and procedures set for flow of pricing of items and sale of items on floor to volunteers.
- 14.) This job description is not intended to be all-inclusive and employee will also perform other reasonably related business duties that may be requested by the Thrift Store Manager, Director of Programs and Volunteers or other management staff that will ensure a positive public image enhance the operation of the organization and improve the services of the PSPCA.\*

\*=Essential functions of the job

#### **QUALIFICATIONS:**

- 1.) High school graduate or GED equivalent.
- 2.) One year prior retail experience
- 3.) Experience working with volunteers preferred.
- 4.) Excellent customer service skills.
- 5.) Ability to read and interpret written instructions such as procedure manuals.
- 6.) Able to communicate clearly both orally and in writing.
- 7.) Understanding of retail cash management systems; ability to operate a cash register and/or utilize financial software. Knowledge and experience with preparing bank deposits.
- 8.) Shows maturity, good judgement and performs duties in a professional manner.
- 9.) Ability to operate a personal computer, word processing and data management software, copy machine, facsimile, and answer telephones in the prescribed manner.
- 10.) Valid California drivers license with good driving history.
- 11.) Must be in good physical and mental health with no allergic condition, which might be aggravated by exposure to animals.
- 12.) Ability to lift 50 pounds.
- 13.) Ability to help volunteers with incoming donations and manage the flow of intake of merchandise.

#### **WORKING CONDITIONS:**

- 1.) Part time work week, including weekends and evenings as scheduled, with intermittent overtime and/or evening work at sites away from the thrift store.
- 2.) While performing the aforementioned duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand, walk and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl and smell. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.
- 3.) Compliance with current PSPCA Employee Policy Manual.
- 4.) Frequent contact with public in a fast-paced and changing work environment, which, at times, may be stressful or emotionally charged.
- 5.) Willingness to attend training programs and to upgrade skills as needed.

THE PSPCA RESERVES THE RIGHT TO REVISE OR CHANGE THIS JOB DESCRIPTION AS NECESSARY OR AS BUSINESS REQUIRES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT.

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Date

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Employee Acknowledgement