

**Rural Action
Position Description**

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| Job Title: | Thrift Store Associate |
| Classification: | Non-exempt |
| Salary Grade/Range: | TBD |
| Reports to: | Social Enterprise Director |
| Reviewed by/date: | October 2020 |
| Hours of work | 20 |

Position summary and objective:

Rural Action is seeking a friendly and enthusiastic individual as a Thrift Store Associate, who will be responsible for all sales activities and sales associate job duties, from greeting customers, answering questions, offering assistance, suggesting items, lending opinions and providing product information. Individual responsibilities as a Thrift Store Associate may include accepting processing and sanitizing donations, keeping the selling floor stocked with merchandise, assisting in display of merchandise or organizing the selling floor and stock areas.

The Thrift Store Associate must process payments by totaling purchases; processing checks, cash and store or other credit cards. Must also be able to deal with customer refunds courteously and professionally. Maintains a professional attitude with sincerity and enthusiasm reflecting store's commitment to our customer.

Rural Action is a membership-based nonprofit working in the southeast and central eastern counties of Appalachian Ohio since 1991. Our mission is to promote social, economic, and environmental justice by training, organizing and supporting communities.

Rural Action has a network of over 600 members throughout Appalachian Ohio. The organization is governed by a Board from across southeast Ohio, with strong private sector involvement. The Board oversees a CEO who manages a staff of 30 full time equivalent staff, 5 AmeriCorps VISTAs and 31 AmeriCorps state and national. Rural Action members are involved as volunteers, participants, decision makers, and project designers. Our members guide our sustainable development work in Appalachian Ohio.

Essential Functions of this position:

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.
- Operating cash registers, managing financial transactions.
- Achieving established goals.
- Directing customers to merchandise within the store.
- Increasing in store sales.
- Maintaining an orderly appearance throughout the sales floor.
- Assisting with processing and sanitizing donations

- Pricing items and maintaining floor stock
- **Other duties as assigned**

Knowledge, Skills and Abilities:

- Customer Service.
- Organization.
- Sales.
- Product Knowledge.
- Merchandising.
- Basic Math.
- Dependability.
- Attention to Detail.

Supervisory responsibilities:

This position has no direct supervisory responsibilities.

Requirements:

- Basic understanding of sales principles and customer service practices
- Knowledge of customer and market dynamics and requirements
- Solid communication and interpersonal skills
- Ability to read, write and effectively communicate with customers, peers and management
- Ability to multi-task, while being attentive to customers and remaining flexible to the needs of the business
- Ability to work as part of a team and take initiative independent of direct supervision
- Physical demands: This position involves constant moving, talking, hearing, reaching, grabbing and standing for at least two consecutive hours. May occasionally involve stooping, kneeling, crouching and climbing ladders
- Customer service focus
- Enthusiastic, friendly and energetic with a genuine desire to provide outstanding service
- Available to work a variety of hours, which may include early mornings, evenings, weekends

Position type and expected hours:

This is a part-time, with regular work hours to be completed during the normal operating hours of the thrift shop 11 am to 6pm, Tuesday through Sunday.

Affirmative Action/Equal Opportunity:

Rural Action is committed to the principles of equal employment opportunity and is committed to making employment decisions based on merit. We are committed to complying with any and all pertinent Federal, State and local laws providing equal employment opportunities, as well as all laws related to terms and conditions of employment.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

To Apply: Send your résumé and a cover letter to thrift@ruralaction.org.