



Midcoast

H U M A N E

Job Title: Thrift Store Associate

Department: Thrift Store

Job Classification: Full or Part Time; Hourly, Non-Exempt Position

Job Relationships: Reports to Thrift Store Manager

Supervisory Relationships: None

General Purpose: Responsible for the positive experience of the public patronizing the Midcoast Humane Thrift Store

Schedule: Full-time. Five 7-hour shifts a week. Days are determined as the organization's needs dictate. Weekends are required. Part-time. Two or three 7-hour shifts a week. Weekends are required.

PRIMARY PURPOSE: Provides exemplary customer service in a fast-paced environment. Organize, track and account for donations from the public. Assist with valuing donated goods for sale. Process sales transactions accurately.

PRIMARY RESPONSIBILITIES

CUSTOMER CARE:

- Calculate the cost of products
- Accept payments
- Calculate and return change when required by the payment method
- Maintain adequate change denominations in the cash drawer and request additional change
- Answer customer questions about products
- Reconcile cash drawers and sales receipts
- Report issues with equipment
- Work as a team to meet store sales goals
- Handle customer complaints
- Maintain clean and tidy checkout area
- Assist in stocking and rotating merchandise
- Assist with Facebook page

ADDITIONAL RESPONSIBILITIES:

- Organize, track and account for public donations

- Other duties and responsibilities as assigned as the business needs dictate

SKILLS & ABILITIES NECESSARY:

- Demonstrate excellent communication skills, strong organizational skills, and the ability to work independently
- Computer skills required including credit card interface, basic Excel, email and all other forms of electronic communication

MINIMUM QUALIFICATIONS REQUIRED:

- Proactive, positive attitude
- Ability to accurately record sales
- Must be able to work with minimal supervision regarding time management and have the ability to consistently make sound, ethical decisions.
- Valid Maine driver's license

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

- Duties of the job are performed in a retail store setting
- Must be able to lift at least 50 lbs.
- Able to climb stairs
- Able to stand, walk and carry for several hours up to an 7-hour shift
- Move about the building consistently to assist customers



This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this job description is intended to be an accurate reflection of the current job, the organization reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances dictate (such as emergencies, changes in personnel, workload, rush jobs, or technological developments).