

JOB TITLE: Customer Service Associate STATUS: REG/PT/NE
REPORTS TO: Pricing Manager SCHEDULE: Varies, 25 hours per week
DEPT: Thrift Store REVISED: 10/8/18

Winston-Salem Rescue Mission is a Christian, non-denominational service ministry, meeting the physical, emotional, and spiritual needs of hurting people in the Triad area so that we might proclaim the gospel of Jesus Christ and bring glory to God. WSRM considers every position one of ministry and a vital and valued part of our staff. Therefore, it is essential that all employees of WSRM have a personal relationship with Jesus Christ and subscribe to our Mission, Core Values, and Statement of Faith.

SUMMARY OF POSITION:

Provide excellent customer service to WSRM Thrift Store customers, providing assistance and resolving issues. Oversees sold items awaiting delivery or pickup.

DUTIES AND RESPONSIBILITIES:

Customer Service

- Welcome all customers entering the store, exhibiting a courteous and friendly attitude.
- Assist customers as needed and resolve any customer inquiries or complaints.
- Answer phone and respond to other inquiries.
- Seek ways to build positive relationship with customers.
- Report suspicious customer behavior or problems to Store Manager or Assistant Manager.

Sold Items

- Oversee the sold items held for pickup.
- Ensure timely pickup occurs.
- Contact customers if items are not picked up within the agreed upon timeframe.
- Oversee returning items not picked up to sales floor for resale.

Displays

- Assist the Pricing Manager with merchandise display, rotation, and purging.
- Maintain a clean, organized and appealing appearance to the store.

Backup Cashier (as needed)

- Welcome all customers entering the store.
- Monitor supply needs for register area:
 - register supplies
 - bags for purchases
 - ministry brochures
- Accurately ring up sales and receive payment:
 - Cash payment and making change
 - Process credit card payments
- Maintain needed cash and coin levels throughout shift.
- Balance cash drawer, give moneybag to Store Manager or Assistant Manager after work shift.
- Exhibit a courteous and friendly attitude, offering excellent customer service.
- Keep shopping carts in designated location.
- Oversee the open and/or close of the store, including securing money, merchandise and property.

General

- Work with the team to prevent store theft and promote security.
- Maintain ample level of supplies, receipts, etc. for store operation.
- Other duties as assigned.

EDUCATION/EXPERIENCE:

- High School Diploma or GED required.
- 1+ year retail/merchandising experience required.
- 6+ months cashier/cash handling experience required.

SKILLS & QUALIFICATIONS:

- Christian with a ministry mindset, utilizing the skills, training and experience God has provided.
- Problem solver with regard to people and things, able to offer effective solutions while remaining calm, respectful and compassionate.
- Able to work with people in varied circumstances related to addiction including recovery and mental illness. Able to treat individuals with dignity and respect in all situations.
- Good cash handling skills, high degree of accuracy and able to handle reconciliation responsibilities as assigned.
- Safety conscious with a strong knowledge of retail operation and merchandising.
- Works well with others, able to teach and train “on the job” while completing required duties.
- Excellent manual dexterity, good eye-hand coordination
- Good organizational skills with regard to people and things.
- Must be honest, have integrity and a strong work ethic

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

- The majority of this position requires work indoors, with clients of the WSRM.
- In good physical health with good eye-hand coordinator and gross motor skills.

Standing:	Continuously	Lifting:	Frequently, up to 50 lbs.
Climbing:	Occasionally	Walking:	Frequently

EQUIPMENT/TOOLS USED:

- Cash register
- Phone
- Internet
- Computer
- Pricing gun

Employee Signature

Date