

JOB TITLE: Merchandiser-Retail Floor Associate
REPORTS TO: Pricing Manager
DEPT: Thrift Store

STATUS: REG/PT/NE
SCHEDULE: Varies, 25 hours per week
REVISED: 01/17/19

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 organizational and staging experience in the Winston-Salem Rescue Mission (WSRM) Thrift Store, always striving to increase sales needed to help fund the operating expenses of WSRM.

DUTIES AND RESPONSIBILITIES:

Display

- Stage and organize the sales floor in order to achieve greater sales and maximize profits.
- Maintain items located in display racks and end caps.
- Answer customer questions while on the sales floor.
- Assist the Pricing Manager with merchandise display, rotation, and purging.
- Maintain a clean, organized and appealing appearance to the store.

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.
- Seek ways to build positive relationship with customers.
- Report suspicious customer behavior or problems to Store Manager or Assistant Manager.
- Oversee the pickup and delivery of sold items, contacting customers as needed to ensure purchases are picked up as agreed upon.

Backup Cashier (as needed)

- Accurately ring up sales and receive payment:
 - Cash payment and making change
 - Process credit card payments
- Maintain needed cash and coin levels throughout shift.
- Monitor supply needs for register area:
 - register supplies
 - bags for purchases
 - ministry brochures
- Keep shopping carts in designated location.

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 | • Computer |
| • Phone | • Pricing gun |
| • Internet | • Tag Printer |

Employee Signature

Date