

Help Center, Inc. Job Description

revised 2020



Program: Sacks Thrift of Bozeman

Position: Sales Associate. Regular hourly position with a six-month probationary period

Pay Scale: Hourly range: \$11.00 - \$12.00 depending on experience

Benefits: All employees of Help Center, Inc. serve an initial 6 month probation period and are covered by workers comp and unemployment insurance policies during this time. Staff regularly working ½ time or more are eligible for prorated vacation and sick leave, and insurance reimbursements after 30 days of employment according to personnel policies.

Position Overview: A Sacks Thrift Sales Associate (SA) participates fully in the operation of Sacks Thrift Store, which is the revenue generator for Help Center, Inc. The SA participates directly in customer service, donation processing, stocking sales areas, operating the cash register, overall maintaining of the store, answering phones, and other duties relevant to a smooth thrift store operation. The store operates as a modified cooperative with employees monitoring each other, working together as a team to run the daily operations. When needed, and when issues cannot be resolved in-store, additional supervision and decisions will be made with the agency directors of Help Center, Inc.

Required Knowledge and Skills:

- Ability to present a professional demeanor towards customers, coworkers, and supervisors. Maintaining professional boundaries at all times with people of diverse socioeconomic, educational, ethnic and sexual backgrounds and lifestyles
- Ability to reach repeatedly above and below chest level, and to preform manual labor including but not limiting to lifting 50 pounds and maintaining balance carrying items up and down the stairs
- Demonstrating courteous, efficient phone and interpersonal communication skills
- Demonstrating ability to work independently as well as in a team setting; to work effectively under stressful conditions, and the ability to respond quickly to change when called for
- Willingness to commit to the values and activities of the Help Center, Inc.
- Willingness to work a variable schedule and support the Sacks team when needed, including some weekend time

Preferred Qualifications:

- Two or more years of experience in a non-profit and/or people oriented position. Retail experience helpful, bonus points for Thrift Store specific history!
- Cash register knowledge as well as basic cash/credit card handling

- Possessing a valid driver's license as well as a clean driving record
- Flexibility in scheduling
- Ability to organize, prioritize multiple projects at once and meet deadlines in a timely manner

Primary Duties and Responsibilities:

- Maintain regular and timely attendance, adhering strictly to the accepted schedule and notifying the store as well as office manager ASAP if an emergency prevents this
- Assisting customers with many different needs courteously
- Operating cash register competently or learning to do so as quickly as possible
- Accepting, sorting, usable donating competently and/or rejecting and recycling unusable donations courteously
- Utilizing price guides and other instructions to price consistently and accurately
- Assisting in maintaining the store's cleanliness, safety, and merchandise presentation
- Ability to work efficiently alone, as well as effectively as a team member while performing all duties assigned and inherent in the SA position

Secondary Responsibilities (Organizational):

- Attend and participate in all staff meetings, or take responsibility for knowing content and providing input when unable to attend
- Take responsibility for keeping up with all staff in-store communications, such as: bulletin board notes, memos, emails, texts, etc.
- Read over the bi-weekly schedule each time it is posted and emailed, and be as flexible as possible in making adjustments when called for
- Participate actively in the recruitment, training, support and supervision of volunteers as well as new staff members
- Do your part to enhance staff to staff, and staff to management communication by participating in discussions, voicing opinions in a constructive manner, and cooperating with coworkers
- Maintain confidentiality of donor, customer, and staff records and any other in-store business

Addition Duties to be Fulfilled by Staff in a Cooperative System:

- Encourage and help to maintain all aspects of work-place safety
- Understand and promote positive attitudes and organizational culture
- Act as an outreach coordinator between other agencies in the community

- Directly supervise and support volunteers as well as community service workers
- Participate in group actions concerning some human resource responsibilities including: hiring, firing, peer evaluations, and other cooperative management actions
- Assist with ensuring all staff be familiar with the structure and policies of the Help Center agency
- All staff works towards integration of all operations. Including donation storage and coordinating transporting items, customer related policies, as well as some store related policies. Everyone facilitates these efforts for all staff members
- All staff works collaboratively with the Volunteer Coordinator to quantify volunteer time in relation to labor costs and effects. This may mean to advise or to facilitate the Volunteer Coordinator's efforts for the benefit of the store
- Staff meetings are used to organize any concerns about budgets and financial matters to be presented to the Finance Committee
- Staff share responsibility in the oversight of the building and vehicle upkeep, repair and maintenance, and for delegating and/or contracting out the work appropriately
- Staff oversee advertising and marketing for business collaboratively and actively share thoughts and ideas and help work on plans when needed
- All staff share responsibility to carry out or contribute to projects defined by agency management or agreed upon at store staff meetings
- All staff share responsibility for the oversight and tracking of online sales; eBay etc.
- All staff work together to enhance the viability of existing business while also developing new ancillary or independent business ventures to support Help Center. Inc.
- All staff work together to expand recycling/re-use activities within the store
- All staff are encouraged to explore, research, and submit proposals for ancillary business ventures to the executive directors of the agency
- Staff may be asked to fulfill other duties by the Help Center agency management
- All staff are encouraged to work with the community and other businesses to build relationships to create a resource for possible future business endeavors
- All staff work as directed on structural enhancement withing the store
- Everyone must take responsibility for developing and maintaining clear communication within the store, and with the entire Help Center agency
- Staff agrees to continue team educational opportunities that are put forth from Help Center, Inc. as a way of staff and store improvement