



## Help Center, Inc. Job Description

*revised 2021 Sept.*

Program: Sacks Thrift of Bozeman

Contact: [sacksthrittoffice@gmail.com](mailto:sacksthrittoffice@gmail.com) for questions

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

**Benefits:** Prorated sick leave from date of hire, vacation retroactive after six-month probation, prorated contribution toward health insurance after one month for those who work over 20 hours a week. 50% off all store merchandise.

**Pay Scale:** Hourly range: \$14/hr

**Position Overview:** A Sacks Thrift Sales Associate (SA) participates in the operation of Sacks Thrift Store, which is the revenue generator for Help Center, Inc. The SA participates directly in customer service, volunteer management, donation processing, stocking sales areas, operating the cash register, answering phones, and **other duties relevant to smooth thrift store operations.**

Sacks Thrift is a nonprofit local thrift store, operating with public donations of merchandise to support Help Center, Inc. programs, including a 24-Hour Crisis, Suicide & Resource line, Sexual Assault Counseling Center, Child Advocacy Center and Hearts & Homes Family Resource Center. Voted #1 Thrift Store in Bozeman, Sacks carries a wide variety of clothing, housewares, books, domestics, furniture, jewelry, collectibles, and antiques. All proceeds stay local.

### **Sacks Thrift Store functions as a Modified Cooperative Management (Mod-Coop)**

Modified Co-Op means that all employees of Sacks Thrift are Supervisors of all the policies and procedures needed to run the stores properly. The official position title is "Sales Associate", but the staff, as a collective, is responsible for the daily operations of the store, as well as overseeing volunteers, community service workers, as well as one another. The Mod-Coop depends on effective communication between all involved; from daily tasks to policy changes. On a regular basis staff is to meet to discuss what needs to be done for the coming days, and will make decisions and delegate tasks as needed

### **Required Knowledge and Skills:**

- Ability to present a professional demeanor towards customers, coworkers, volunteers, and supervisors
- Maintaining professional boundaries at all times with people of diverse backgrounds
- Ability to reach repeatedly above and below chest level, and to perform manual labor including but not limiting to lifting 50 pounds and maintaining balance carrying items up and down the stairs.
- Courteous, efficient phone and interpersonal communication skills

- Ability to work independently as well as in a team setting;
- Work effectively under stressful conditions, and the ability to respond quickly to change;
- Commitment to the values and activities of Help Center, Inc.

**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
- Flexibility in scheduling. Willingness to work a variable schedule and support the Sacks team when needed, including some weekend time.
- 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 and/or office manager ASAP if an emergency prevents this
- Assisting customers and volunteers with many different needs courteously
- Operating cash register
- Accepting, sorting, usable donating and rejecting /recycling unusable donations
- Utilizing price guides and the internet to price consistently and accurately
- Assisting in store cleanliness, safety, and merchandise presentation
- Ability to work efficiently alone, as well as in a team while performing all duties
- Keep up with and participate in all in-store communications, such as: bulletin board notes, memos, emails, texts, staff meetings. bi-weekly schedule
- Participate in the recruitment, training, support and supervision of volunteers as well as new staff members
- Maintain confidentiality of donor, customer, and staff records and any other in-store business
- Understand and promote positive attitudes and organizational culture
- Participate in group actions concerning some human resource responsibilities including: write-ups, hiring, firing, peer evaluations, and other cooperative management actions
- Be familiar with the structure and policies of the Help Center, Inc. agency
- Must have an understanding of donation storage and coordinating transporting items, customer related policies, as well as allstore related policies.
- All staff share responsibility to carry out or contribute to projects defined by agency management or/and agreed upon at store staff meetings
- All staff work together to expand recycling/reuse 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
- All staff work on structural enhancement within the store to enhance the viability of existing business while also developing new ancillary or independent business ventures to support Help Center, Inc.

