



Dane County Humane Society

Helping People Help Animals

5132 Voges Road • Madison, WI 53718

(608) 838-0413 • giveshelter.org

Job Title: LTE Thrift Store Clerk

Reports to: Store Supervisor

Supervises: n/a

Hours: 25 hours per week including some evenings and weekends

Pay Rate: \$13/hour

Scope of Position: This is a limited term position with the possibility of staying on after the term is over. The position is for a minimum of 3 months. This position is responsible for receiving, sorting and pricing thrift store donations, restocking thrift store shelves and providing excellent customer service to donors and retail customers. Duties include money handling and preparing a daily deposit, as well as directing the work of a team of volunteers. By joining our retail team as a Store Clerk your work will aid our mission of “helping people help animals” by helping us to generate revenue to support our many valuable services and programs. You will be the first point of contact for customers and the face they remember. We are looking for enthusiastic individuals, who want to provide excellent customer service and take pride in working with valuable donations from our community.

Duties and Responsibilities:

Provide excellent customer service

50%

- Greet, assist and engage with retail customers in a helpful, friendly, professional and courteous manner, whether in person or over the phone.
- Receive merchandise donations from the public in a helpful, friendly and professional manner and express appreciation to donors for their support.

Handle money accurately and in compliance with policies and procedures.

25%

- Perform retail sales functions. Operate the cash register accurately and efficiently.
- Accurately prepare a daily deposit.
- Practice safe cash handling,

Sort, price and stock donations.

25%

- Sort donations, inspect donations to determine salability and organize sorted merchandise.
- Select and price donated goods to be sold in the retail store according to the Retail Procedures Manual.
- Work with supervisors to arrange and rotate items on the sales floor. Keep merchandise organized and easily accessible to customers.
- Perform stock duties such as sorting and hanging garments, placing merchandise on the appropriate racks and keeping the pulling system up to date.

Additional Job Duties

- Direct the work of a team of volunteers
- Maintain premises in compliance with safety and housekeeping practices.
- Carry out general cleaning tasks such as sweeping, scrubbing, dusting, and mopping
- Other duties as assigned

Required Qualifications:

1. High school diploma or equivalent education.
2. Availability to work days, evenings, and weekends
3. Basic computer literacy.
4. Ability to squat, lift, and bend.
5. Ability to carry, lift, push or pull 40 pounds.

Preferred Qualifications:

1. Excellent customer service and communications skills.
2. Friendly and positive attitude.
3. Experience as a team player who is eager to work with a variety of people in a helpful, upbeat manner.
4. Retail experience and familiarity with using point-of-sale (POS) systems.
5. Excellent organizational skills.
6. Ability to be self-directed and creative.
7. Ability to multi-task, problem solve and work under pressure.
8. Critical evaluation and observation skills.

To Apply:

Please send **resume and application** to **Shelbi Bernard, Thrift Store Supervisor** at Sbernard@giveshelter.org. Position open until filled.

Dane County Humane Society is an Equal Opportunity Employer. At Dane County Humane Society, we know our work of helping people help animals directly benefits from having a diverse and inclusive workforce. DCHS is proud to be an equal opportunity employer that strives to represent the community it serves by employing people with a variety of backgrounds, perspectives and skills. Diversity and inclusion are celebrated and embraced at Dane County Humane Society. We

will not discriminate against or give preference to any person because of race, color, religion, age, sex, national origin, handicap or disability, ancestry, sexual orientation, gender identity or expression, marital status, arrest or conviction record, genetic information, veteran status or other class protected by applicable law. DCHS puts people first and we are happy to work with employees and applicants to remove barriers and put any necessary accommodations into practice.