

JOB DESCRIPTION

Dane County Humane Society

Job Title: THRIFT STORE CLERK

Reports to: CUSTOMER SERVICE MANAGER

Hours: PART TIME

Compensation: \$9/ HOUR

Scope of Position:

This is a new position and will be responsible for receiving, sorting and pricing thrift store donations, restocking thrift store shelves and providing excellent customer service to donors and retail customers. Duties will include money handling and preparing a daily deposit, as well as directing the work of a team of volunteers. The work of this position will be directed by the Thrift Store Coordinator(s) under the supervision of the Customer Service Manager. 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

- Greet, assist and engage with customers in a helpful, friendly, professional and courteous manner, whether in person or over the phone.
- Perform retail sales functions. Practice safe cash handling, operate the cash register accurately and efficiently and accurately prepare a daily deposit.
- Receive merchandise donations from the public.
- 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.
- Direct the work of a team of volunteers
- Maintain premises in compliance with safety and housekeeping practices.
- Carryout general cleaning tasks such as sweeping, scrubbing, dusting, and mopping
- Other duties as assigned

Qualifications:

1. High school diploma or equivalent education.
2. Availability to work days, evenings, and weekends
3. Excellent customer service and communications skills.
4. Proven ability to relate to a diverse population.
5. Friendly and positive attitude.
6. Be a team player who is eager to work with a variety of people in a helpful, upbeat manner.
7. Computer literacy required.
8. Have retail experience and familiarity with using point-of-sale (POS) systems.
9. Excellent organizational skills.
10. Ability to be self-directed and creative.
11. Proven ability to multi-task, problem solve and work under pressure.
12. Critical evaluation and observation skills.
13. Thorough understanding and dedication to the philosophies of animal welfare and Dane County Humane Society (can be developed in position).
14. Ability to squat, lift, and bend.
15. Ability to carry, lift, push or pull 40 pounds.
16. Valid driver's license and a good driving record.