

Job Title:	Retail Sales Associate	Job Category:	Part-Time, Non-exempt
Department/Group:	Pass It On	Reports To:	Retail Sales Manager
Nights/Weekends Required:	Yes	On-Call Required:	No
Lifting Required:	Yes – Minimum of 30 lbs.	Driving Required:	Yes
HR Contact:	interactHR@titpa.com		

Job Description

PURPOSE

The Retail Sales Associate will work part-time, variable hours (as assigned by Store Manager) at InterAct’s Pass It On thrift stores in Raleigh and Fuquay-Varina. S/he will be responsible for assisting with the day to day operations of the store. Retail sales experience in a for-profit environment is preferred.

REQUIREMENTS:

- High school diploma.
- Bilingual (English/Spanish) a plus.
- Must be able to work assigned shifts, including Saturdays.
- Satisfactory background check, including criminal and driving record screening.
- Valid driver’s license and reliable transportation.
- Willingness to travel between Raleigh and Fuquay-Varina store locations.
- High level of ownership, dependability and initiative with flexibility required in a retail environment.
- Ability to cultivate positive and professional relationships with customers, InterAct clients, and coworkers.
- Strong organizational and follow-through skills and ability to prioritize multiple tasks.
- Excellent communication and interpersonal skills.
- Must have a passion for people and fervor for InterAct’s mission.
- Must be willing to live by InterAct’s core values.

DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- Opens and closes store as scheduled.
- Operates computer and POS system.
- Reconciles and validates daily cash receipts and prepares daily bank deposit.
- Compiles and records electronically daily sales report at the end of each day of operation.
- Receives and assists donors, organizations, and vendors with donations.
- Knows and implements correctly the process of handling “in-Kind” and “monetary” donations.
- Sort, process, clean, price, stock and rotate merchandise in the back room and on the sale floor.
- Organize, arrange and maintain a clean sales floor, donation, and storage areas throughout the day.
- Communicate with appropriate staff regarding donations received for programs
- Provide assistance to Store Manager with planning and promoting merchandise sales.
- Keep stock of supplies and necessary equipment and place timely purchase orders through Store Manager.
- Maintain a safe work environment throughout the store by following all safety guidelines.
- Assist with performing yearly inventory and reports.
- Must exhibit excellent customer service skills at all times – professional and courteous to all.
- Inform Store Manager of any concerns and works cooperatively with all departments/programs.
- Assist with the promotion of store sales, agency events, etc. as needed.
- Support and gives direction to store volunteers during their scheduled volunteer shifts.

- Complete required agency staff/volunteer 32-hour training.
- Participates in agency continuing education training programs and meetings as assigned.
- Other responsibilities as assigned by Store Manager.

KNOWLEDGE, SKILLS AND ABILITIES NECESSARY FOR THE POSITION:

- Must be honest and dependable.
- Must demonstrate professionalism and a high level of customer service, effective communication and inter-personal skills.
- Must interact with customer, clients, and coworkers in a positive, upbeat, professional manner. Greet customers in a timely, professional and engaging manner.
- Must be motivated, enjoy working one-on-one with customers and clients, and thrive in an independent environment.
- Experience in retail necessary with knowledge of second-hand/re-sale or thrift store operations helpful.
- Point of Sale (POS) system experience and ability to work accurately with numbers.
- Basic computer skills needed for reporting and data entry.
- Must be able to work effectively with a wide variety of individuals in a busy, fast-paced work environment.
- Must be able to initiate projects and changeover of inventory.
- Must be comfortable delegating and overseeing volunteer work projects.
- Demonstrate aptitude to understand and meet/exceed revenue goals.
- Able to lift heavy items and sustain hours of standing, walking, lifting and bending.
- Must have mature and professional attitude combined with a compassionate nature for InterAct's mission.

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and/or skills required of this position.

Employee Signature:		Date:	
Supervisor Signature:		Date:	
Last Updated By:	Meredith Riggs/Virginia Schaible	Date:	March 8, 2018