



JOB DESCRIPTION

Title: Cashier/Online Merchandiser

Reports to: Thrift Store Manager

Department: Thrift Store

FLSA Status: Non-Exempt; Part Time

Position Requirements: Tuesday, Thursday, Saturday 8:45 am to 5:15 pm
(24 total hours per week)

GENERAL SUMMARY:

The Thrift Store Cashier/Online Merchandiser will be responsible for serving each guest courteously, quickly and efficiently with a positive customer service attitude. This position will also be responsible for assisting the Thrift Store Manager with online merchandising for the store.

PRINCIPLE JOB DUTIES AND RESPONSIBILITIES:

- Greeting all store customers upon entrance and assisting with any needs or concerns
- Providing excellent customer service in a professional manner at all times
- Following standard operating procedures of the store
- Sorting through donations and organizing sections or racks for store purchases
- Helping to keep the Thrift Store clean and safe for all parties
- Assisting customers with locating merchandise in the store and the checkout process
- Completing all tasks and deadlines as assigned by the Thrift Store Manager

KNOWLEDGE, SKILL, AND ABILITIES REQUIRED:

- High School degree, diploma or GED equivalent
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic and economic groups
- Excellent organization and time management skills
- Professional demeanor and willingness to serve the homeless community, public as well as working with volunteers when needed
- Easily adapt and work independently as well as in a team setting
- Must have good verbal, written and interpersonal skills
- 6 months' previous customer service or guest service experience preferred
- Basic knowledge of Microsoft Office Suite
- Prior experience researching and selling merchandise online

WORKING CONDITIONS:

- Up to 100% of the shift requires standing and extensive periods of time on your feet
- Continuous use of hands and arms as well as bending, reaching, twisting and lifting
- Ability to lift up to 35 lbs. as needed



The above declarations are not intended to be an “all-inclusive” list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and be a reasonable representation of its activities.

HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.

Signature

Date