



## **JOB DESCRIPTION**

**Title: Cashier/Store Clerk**

**Reports to: Thrift Store Sales Floor Manager**

**Department: Thrift Store**

**FLSA Status: Non-Exempt; Part-Time**

**\*Candidates must be able to work weekends to be considered**

**Required Schedule: Wednesdays 11 am to 6 pm, Thursdays 10 am to 5 pm, Fridays 10 am to 5 pm, and Saturdays 10 am to 4 pm**

The Cashier / Store Clerk supports the daily operations of the nonprofit thrift store by providing excellent customer service, accurately processing sales transactions, and assisting with general store operations. This position plays an important role in maintaining a welcoming shopping environment while supporting the organization's mission through retail sales and community engagement.

### **PRINCIPLE JOB DUTIES AND RESPONSIBILITIES:**

- Greet all store customers and provide a professional, welcoming shopping experience.
- Assist customers with any questions, concerns, or needs as they arise.
- Operate the cash register and point-of-sale (POS) system to process purchases, returns, and exchanges.
- Sort donations, organize sections or racks, tag merchandise, and display on the sales floor for purchase.
- Maintain clean and orderly fitting rooms for customers.
- Direct customers to Thrift Store Sales Floor Manager for approval of price adjustments on items within the store.
- Provide accurate records on cash registers, cash handling, gift certificates, rewards program, etc.
- Follow all safety, loss prevention, and operational policies and procedures to maintain a clean and safe environment for all staff, customers and volunteers.
- Promote organizational donation awareness through information.
- Completing all other tasks and deadlines assigned by the Thrift Store Co-Manager.

### **EDUCATION, KNOWLEDGE AND SKILLS REQUIRED:**

- High School degree, diploma or GED equivalent.
- One-year previous customer service or retail experience preferred.
- 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 as well as working with volunteers when needed.



**HOMELESS EMPOWERMENT PROGRAM**

- Proficiency in Microsoft 365.
- Basic math and cash handling skills.
- Flexibility and easily adapt to change even at a moment's notice.
- Ability to work independently as well as in a team setting.
- Follow all safety, security, and loss prevention procedures.
- Bilingual a plus but not required for position.

**PHYSICAL DEMANDS AND WORKING CONDITIONS:**

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid 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, pushing, lifting, etc.
- Walking and standing on uneven surfaces around the HEP campus.
- Ability to lift 35 pounds with ease; Anything over 35 pounds requires a team lift.
- Must be able to successfully pass Level 1 background, drug, and alcohol screenings.

*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.*