



...*Hope* happens here

Serving Northern New Mexico Since 1978

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COMMUNITY AGAINST VIOLENCE JOB DESCRIPTION

Rev. 9.25

Job Title: Thrift Store Associate

Reports To: Thrift Store Manager

Hours: 40 hours per week, **includes weekends**

Pay Range: \$15-17/Hour Non-Exempt + Benefits

Minimum Age Requirement: Must be 18 years or older

Background Check: Must be able to pass a criminal background check and Pre-employment drug screening

CAV THRIFT STORE MISSION: After providing necessary goods to clients, the Thrift Store sells donated items from the community to provide a consistent funding stream for the programs, and services that help survivors of domestic and sexual violence heal and thrive.

SCOPE OF POSITION: We are seeking a dedicated and enthusiastic Thrift Store Associate to join our team. The ideal candidate will play a vital role in providing excellent customer service while assisting in the daily operations of the store. This position involves engaging with customers, managing inventory, and ensuring a welcoming shopping environment.

PRIMARY RESPONSIBILITIES:

1. Greets and receives customers in a welcoming manner.
2. Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.
3. Responds to customers' questions in a welcoming and professional manner.
4. Provides outstanding customer service.
5. Process payments through the cash register by totaling purchases, processing checks, cash, or other credit and debit cards.
6. Accept and sort through all donations, separating good merchandise that can be made available to customers.
7. Alert management of potential security issues.
8. Assists with inventory, including receiving and stocking merchandise.
9. Strive to increase income from the store.
10. Distribute in-kind receipts for donations.
11. Display and price all merchandise to be sold in the store.
12. Have the store open during the advertised hours.
13. Keep the store and surrounding area neat, clean, and attractive.
14. Provide accurate end-of-day sales report.
15. Model respectful interaction with staff, volunteers, customers, other staff and donors.
16. Keep abreast of new and innovative merchandising and display ideas.
17. Participate in staff meetings and training as required.

18. Become knowledgeable of the ways in which working with people who have experienced trauma, DV and SA, impacts employees and proactively work to limit the effects of compassion fatigue by seeking supervision when common signs are present.
19. Engage in situational supervision structure and actively examine how this work impacts you and how you impact the people that you work with as well as co-workers.
20. Participate in a minimum of three agency events each year.
21. Abide by confidentiality required by CAV.
22. Other responsibilities as assigned by Thrift Store Manager, Thrift Store Assistant Manager, and Executive Director.

Physical demands: This position involves constant moving, talking, hearing, reaching, grabbing, stooping, kneeling, crouching, and standing throughout the day. Should be able to lift 50 lbs.

Skills: Listening, excellent customer service, selling to customer needs, people skills, dependability, general math skills, verbal communication, and job knowledge.

MINIMUM QUALIFICATIONS:

High School Diploma or GED or two years relevant experience in retail. Must have excellent skills in communication, customer service, and the use of computers. Participate and actively engage in employer-provided training as required.

CAV is an Equal Employment Opportunity Employer. This means that all persons are eligible to be employed, promoted, or discharged, without regard to their sex, sexual orientation, race, religion, disability, age, ancestry, serious medical condition, gender identity, or national origin. CAV does not tolerate retaliation against any employee or client who filed grievance, made a complaint, or questioned the handling of a discrimination charge.