

COMMUNITY AGAINST VIOLENCE
JOB DESCRIPTION
Revised 11-23

JOB TITLE: Part-Time Thrift Store Associate
REPORTS TO: Thrift Store Manager
HOURS: 20 hours per week, **includes weekends**
BEGINNING SALARY: \$15/Hour Non-Exempt
COVID VACCINATION: Full vaccination is a condition of employment.

CAV is a Drug Free Workplace

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: Responsible for all sales activities from greeting customers, answering questions and helping them select merchandise. Accepting and sorting through all donations, separating merchandise that can be made available to customers. Display and price all merchandise to be sold and handling sales at cash register. Always striving to increase income of the store.

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 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 trainings 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 plus two-years relevant experience in retail. Must have excellent skills in, communication, customer service and use of computers. Twenty hours provider specific training at the outset of their jobs on topics essential to working with survivors of domestic violence, children who are survivors/witnesses of domestic violence and offenders and crisis intervention with a minimum of (10) hours ongoing relevant training annually.

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.