

Retail Coordinator



RESOURCE DEPOT

FSLA STATUS: Non-Exempt

REPORTS TO: Retail & Donor Relations Manager

JOB SUMMARY:

The Retail Coordinator ensures a welcoming and engaging shopping experience at Resource Depot. This visitor-facing role implements and maintains pricing for TreasuRE merchandise using research and established guidelines, supports inventory rotation, and optimizes sales to maximize revenue. The Retail Coordinator also collaborates with Retail & Donor Relations staff to ensure materials are effectively displayed, maintains the cleanliness and presentation of retail and public spaces, and supports consignment, online, holiday, and special event sales.

GENERAL DUTIES & RESPONSIBILITIES

Retail Operations & Customer Experience

- Open and close retail spaces, manage cash drawers, inventory, and generate sales reports.
- Process customer transactions of retail items using the Square POS system, following protocols for sales, donations, and reporting.
- Sort and price donated items using established standards, implementing and maintaining TreasuRE pricing based on research and guidelines to support inventory rotation and maximize sales.
- Support consignment and online sales channels, holiday sales, special events, and other promotional initiatives.
- Maintain cleanliness, organization, and presentation of retail spaces, public areas, and facilities.
- Collaborate with Donations and Materials & Merchandising Coordinators to ensure donated items are efficiently and accurately processed, priced, and presented to support the revenue goals and overall mission of Resource Depot.
- Provides training, guidance, and ongoing support to the Retail Associate (part-time position) under the direction of the Retail & Donor Relations Manager.

Volunteer, Visitor & Community Engagement

- Provide exceptional customer service, ensuring a welcoming experience that communicates Resource Depot's mission and values.
- Guide volunteers assisting with retail floor tasks, sales support, and visitor interactions.
- Support fundraising initiatives, outreach activities, and community events as needed.
- Perform other duties as assigned to support retail operations and the overall mission.

TOOLS AND EQUIPMENT USED:

Organizational systems, carts, hand trucks/dollies, personal computer/equipment/software for retail use, phone, copy machine.

WORKING CONDITIONS:

- Primary work takes place in sorting, retail and storage areas.
- Must be able to work in environments with varying temperatures and physical demands.
- Repeated physical effort is required to move and lift objects, sometimes exceeding 60 lbs.

SALARY & BENEFITS: \$40K-45K, dependent on experience; health insurance reimbursement and PTO plan upon 90-day review.

SCHEDULE:

Full-time exempt position, primarily Tuesday-Saturday, with occasional evenings and weekends for special events.

QUALIFICATIONS:

The ideal candidate is friendly, dependable, and self-directed, thriving in a public-facing, fast-paced environment while balancing creativity with operational efficiency. We are seeking someone with:

- A passion for advancing Resource Depot's environmental and educational mission, with the ability to recognize the potential in donated materials and envision their reuse and impact.
- Friendly, self-directed, dependable, and adaptable in fast-paced, visitor-facing environments.
- Excellent interpersonal and customer service skills, with the ability to engage diverse visitors and volunteers.
- Strong organizational skills, including experience with cash handling, sales reconciliation, and accurate record-keeping; familiarity with POS systems (Square) a plus.
- Previous experience in retail, arts, or customer service.
- Strong time management and multitasking skills; able to work independently and collaboratively.

I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without accommodation.

Print Name

Signature

Date