

# REtail Associate

**Part Time:** 28.5 – 34.5 hours/week

**FSLA STATUS:** Non-Exempt



**RESOURCE DEPOT**

**REPORTS TO:** Director of REtail Operations

## **JOB SUMMARY:**

The REtail Associate performs a variety of activities related to the processing, merchandising and distribution of Resource Depot donated materials for sale in the TreasuRE and Materials Marketplace by providing support to the Retail Program Staff. Most importantly, The REtail Associate serves as the liaison between Resource Depot and the general public and provides excellent customer service and accurate information to visitors to ensure a positive experience.

## **GENERAL DUTIES & RESPONSIBILITIES:**

- Using the Square Point of Sale System, accurately processes customer sales (TreasuRE, Marketplace and GalleRE) following Retail Program procedures for data collection for customers, sales, program donations and cash reporting. Wrap or bag merchandise for customers, providing other assistance as needed.
- Perform daily opening/closing cash drawer procedures for Retail Program. Create associated sales reports and on a daily, weekly and/or monthly basis as required.
- Provide excellent customer service to Resource Depot visitors and shoppers, ensuring that core themes and messages are delivered consistently in a manner in keeping with the organizational brand and Retail Program procedures. Provide accurate communication of Resource Depot’s shopping program and events to the public both in person and by phone.
- Assist REtail Staff with overall materials collection, management by sorting and pricing donated items using established pricing standards/methods.
- Maintain shopping areas, specifically TreasuRE and online marketplaces, through effective inventory management, creative merchandising and display, packaging, and shipping/delivery.
- With guidance from REtail Team, execute creative merchandising and promotional sales tactics to increase sales in Marketplace, TreasuRE and other sales platforms.
- Maintain sanitation and overall presentation of common areas and fixtures as directed by Director of REtail Operations.
- Assist with fundraising, outreach and special events at Resource Depot as needed.
- Other duties as assigned or requested.

## **SCHEDULE:**

This is a non-exempt, part time position with a schedule built around current shopping times: Tuesdays - Fridays, 9:00 am - 3:00 pm; and Saturdays, 8:30 am - 2:30 pm. Additional hours may be assigned during scheduled special events/programs outside of shopping hours.

## **WORKING CONDITIONS:**

- Location of work is primarily in the TreasuRE, but may include sorting and marketplace areas.
- Must be able to work a schedule which will include regular work hours scheduled on weekends.
- Occasionally physical effort will be required to move objects, sometimes greater than 60 lbs.

## **QUALIFICATIONS:**

- Excellent personal relation and customer service skills; related retail/creative merchandising experience is desired;
- Experience with POS Systems and retail operations. Square Register experience a plus.
- An ability effectively manage multiple assignments and work independently.
- Commitment to mission of Resource Depot is valued.

The ideal candidate will be an enthusiastic individual with customer service and general retail/merchandising experience. The candidate should work well as part of a team and also be friendly, self-directed, conscientious, punctual, dependable, and organized. Candidate must possess the ability to multitask and work well with a variety of personalities, while maintaining a positive attitude even in highly stressful situations while engaging the public. Excellent organizational, time management and merchandising skills with attention to detail are required. Strong communication skills (both written and verbal) are essential.

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

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Print Name

Signature

Date