



Job Title	<i>Retail Sales/Production Associate</i>
Status	<i>Part-Time/Full-Time, Non-Exempt</i>
Compensation	<i>Hourly rate</i>
Reports To	<i>Rescued Treasure Store Manager</i>
Date	

Overview

A Retail Sales/Production Associate is responsible for maintaining great customer service as per VRM standards, accurate cash register operations (POS), generating sales, upselling “buy a meal/roundup” program, general housekeeping and merchandising, and maintaining loss prevention standards. The ability to work in other areas of the store including, but not limited to accepting donations at the back door, product recovery, and store cleanliness. Flexible schedule including evenings and Saturdays is required. Bilingual (Spanish) is a plus.

Essential Functions

- Accurately and efficiently complete all sales transactions and maintain proper cash accountabilities at POS registers.
- Ensure that each customer receives outstanding customer service by providing a customer friendly environment which includes, but is not limited to, greeting and acknowledging every customer, solid product and store policy knowledge and all other components of customer service.
- Upselling VRM “buy a meal” or “round up for a cause” at point of sale.
- Maintain an awareness of all price point structures, product knowledge information, merchandise promotions, sales, and coupons.
- Assist in recovering the store throughout the day by returning merchandise to its proper location.
- Communicate customer requests to management.
- Product put away when necessary or assigned.
- Ability to sort, clean, tag and price ALL categories of merchandise.
- Maintain store sales floor and stock room cleanliness and work to keep a tidy work station.
- Ability to take photos and work with social media platforms to market store locations, events, sales, etc.
- Any other duties as assigned by management.

Essential Qualifications

- Must have the ability to stand in one location for several hours at a time.
- Must possess the skills to competently and effectively manage time and complete assigned work.
- Must possess the ability to handle cash and count back change.
- Must be compliant with all safety regulations.
- Ability to deal with diverse personalities and a multitude of coworkers/volunteers.
- Ability to perform in a distracting environment.
- Valid CA Driver's License or the ability to obtain one.
- Forklift certification or the ability to obtain one.
- Bilingual (Spanish) is a plus.
- Flexible schedule required (days, evenings, weekends, and holidays).

Skills and Abilities

- Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work. Maintaining work deadlines.
- Communicating with Supervisors, Peers, or Subordinates — Providing information by telephone, in written form, e-mail, or in person to best complete the job.
- Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others and maintaining them over time.

Knowledge

- Donor Relations and Marketing – knowledge of principles and methods for showing, promoting, and selling products and services. This includes marketing strategy and tactics, sales techniques, and working with social media platforms.
- Customer Service — Knowledge of principles and processes for providing donor and personal services. This includes donor and volunteer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Brands, Quality, and Pricing – Identifying top fashion brands and their current market valueprice. Also translate that to a fair second-hand price to the customer.
- Mathematics — Knowledge of basic math, including percentages and the ability to operate a calculator.
- Computer – Navigate Word, Excel, and Outlook with competency. Use of Google docs to share files with the Director and Store Managers. Other programs may be applicable.

Personal Traits

- Personal relationship with Jesus Christ.
- Able to maintain a professional atmosphere in the office or work site.
- Positive role model for the employees, program, and volunteers assigned to the warehouse.
- Attention to details.

- Enthusiastic and energetic.
- Fulfill all aspect of the job description according to the biblical principles and philosophy of ministry as defined by the Visalia Rescue Mission Statement of Faith, Vision, Mission Statement and the Five Marks of Developed Christian Character: Spiritual Maturity, Emotional Resilience, Mental Flexibility, Work Excellence, and Bodily Stewardship.

Physical Demands

- Attendance and punctuality.
- Ability to stand in one place for long periods of time.
- Mobility within the store.
- Ability to walk, stand, bend, stoop, and kneel, sit, and climb stairs.
- Ability to lift up to 50 pounds repetitively.
- Handling and moving objects.
- Ability to drive a vehicle, fleet truck, and/or forklift.

Environmental Conditions:

- Indoors in typical retail environment with little exposure to excessive noise, dust, fumes, vibrations, and temperature changes approximately ninety-five percent (95%) of the time.
- Outdoors with exposure to noise, heat, and cold approximately five percent (5%) of the time.
- Frequently work at fast pace with unscheduled interruptions.
- May move (walk or drive) from one work location to another occasionally.

Compensation:

- Pay is based on experience and qualifications.
- Health benefits the first of the month following sixty (60) days of continuous employment. (**Full-Time status ONLY**)
- CalSavers option is available after 30 days of continuous employment.

Changes: This job description will be updated if duties and responsibilities change significantly. Job functions are subject to modification based on business necessity.

ADA/FEHA: Visalia Rescue Mission will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990 and California's Fair Employment and Housing Act.

EEO: Visalia Rescue Mission is an equal employment opportunity employer.

Certification: By signing below, I hereby acknowledge receipt of this job description. I have been allowed to ask – and have received answers – to any questions I had regarding the job description. I fully understand this job description. I understand that Visalia Rescue Mission may revise this job description, at its sole discretion, at any time. Furthermore, I also understand that Visalia Rescue Mission may assign additional job duties as needed.

I certify that I am fully qualified to perform the position described and can, with or without reasonable accommodation, perform the essential functions of the position.

If applicable, please list any accommodations that would be necessary to enable you to perform the essential functions of the position: _____

I understand that employment with Visalia Rescue Mission is considered “at-will”. Neither I, nor Visalia Rescue Mission, is committed to continuing the employment relationship for any specific term. Either I, or Visalia Rescue Mission, may terminate the employment relationship at any time, with or without cause and with or without notice.

For an employee who is currently performing the job: (Please initial below)

_____ I have reviewed the job description for my position and it accurately reflects at least 95% of the work I do on a daily basis.

_____ This job description should contain the following job responsibilities to be an accurate reflection of my daily or weekly job responsibilities: _____

Signature

Date

Printed Name

Approved By	
Date Approved	
Date Received	