

## **Thrift Store Attendant**

### **General Job Description:**

**Thrift Store Attendant:** This is a full-time position, working under the general supervision of the Thrift Store Manager.

### **Duties and Responsibilities:**

- Provides direct customer assistance to thrift store shoppers in the store or over the telephone.
- Works the customer checkout area, providing cashier assistance and other customer needs.
- Assist in training and scheduling all personnel, clients and volunteers assigned to the thrift store.
- Assist customers to find specific items of interest on the display floor.
- Assist in sorting, pricing and displaying all merchandise.
- Patrols the store area to secure against shoplifting and to maintain store area, including storage areas.
- Develop and maintain cordial relations with customers and donors.
- Implements quality control activities and procedures as required.
- Assists, as needed, as cashier, completing all reports and documentation required and verifying all receipts, counting cash, and making deposits.
- Acts in the absence of the Thrift Store Manager, as needed, and is authorized to make decisions and handle routine to moderately complex problems presented by shoppers.
- Works with clients assigned to the Thrift Store and ensures their general well being while working.
- Carries out a store security checklist during store hours.
- Maintains confidentiality according to federal and state regulations, CRM policy and procedures and contractual obligations.
- Carries out all duties with safety and efficiency as primary factors.
- Develops plans and follows the plan for professional development and self-monitored skill building.
- Attends, completes, and participates in all trainings whether on-line, classroom, individual or other means of learning.
- Performs other duties as assigned.

### **Qualifications:**

- A high school diploma or a G.E.D.
- At least two years of cashiering or merchandizing in a medium to large retail store.
- Ability to work independently with minimal supervision.
- Must have some retail knowledge or similar work experience.
- Must be punctual and reliable.
- Must be available to work weekends and special events on occasion.

**Crossroads Mission Policy and Procedures, 2011-2012**

***SALES: Job Description – Thrift Store Attendant***

- Must be able to interact with individuals from diverse backgrounds.
- Must be able to lift up to 30 lbs. without assistance in the performance of essential job functions.
- Must be able to be bonded and to obtain a fingerprint clearance card.

***Note: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualification associated with this position.***

**Employee Signature:**

I understand the duties described in this job description and possess the required experience, education and credentials.

I agree to a rate of pay of \$\_\_\_\_\_ per hour/year.

\_\_\_\_\_  
**Staff Member**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Human Resources Director**

\_\_\_\_\_  
**Date**