



## POSITION DESCRIPTION

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### SALES ASSOCIATE/KEYHOLDER

**Department:** Thrift Store

**FLSA Status:** Non-exempt

**Job Status:** Regular Part Time

**Hourly/Salary:** Hourly

**Hours Per Week:** 10 hours (Minimum) – 25 hours (Maximum)

**Starting Wage:** \$12.75 (See wage schedule.)

**Work Schedule:** 8:30-6:30 Monday – Saturday (May vary according to the hours of operation.)

**Work Location:** The Arc Thrift Store

**Reports To:** Director of Operations

**Positions Supervised:** N/A

**Position Summary:** The Sales Associate/Keyholder works with the thrift store team to ensure effective and efficient store operations including carrying a key, opening and closing the store independently, accepting and processing donations, operation of the donation software and point of sale system, assisting customers and donors, and maintaining store cleanliness and safety.

**Essential Functions:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations can be made to enable qualified individuals with disabilities to perform essential functions unless it puts an undue hardship on the organization that would significantly impact the ability of the organization to operate.

- Works with the Director of Operations and the thrift store team to execute all thrift store operations.
- Participate in an informal mentorship program with other team members to foster teamwork, develop skills, problem-solve, and gain and share experiences relevant to thrift store work.
- Assist the administrative office by serving as the first point of contact for visitors to the agency, and by answering phone calls.

- Responsible for carrying a key for the building, which includes unlocking and locking the doors before and after business hours.
- Responsible for opening and closing the store independently, including opening and closing procedures.
- Assist customers and donors in meeting their needs by offering assistance and answering questions.
- Monitors customers to protect and reduce theft of items in the store.
- Assists the truck driver in acquiring donations from community members.
- Assist the truck driver or donors with donations, including lifting, carrying, loading, and unloading goods in the community and/or at the store.
- Move blue donation bins from the front to the back of the store, and unload items in bins.
- Tests electronic items and making minor repairs prior to sale.
- Intakes, sorts, prices, stocks, and disposes of merchandise.
- Operates the computer inventory and point of sale system.
- Collects cash or charge payments from customers and maintains a balanced register.
- Changes and maintains product displays including those required for sales and events.
- Operates the ID Metrix fingerprinting system and collects payment for services rendered.
- Always maintains the appearance and cleanliness of the store in an excellent manner, which includes assisting with janitorial duties.
- Request supplies and equipment in a timely manner from administrative staff.
- Attends and participates in meetings both during and after normal hours.
- Adheres to the policies and procedures of the organization.
- Performs other duties as assigned.

**Position Qualifications:**

- High school diploma or GED equivalent.
- 2 years of retail or similar experience.
- Commitment to the rights and empowerment of people with disabilities.
- Ability to work independently without onsite supervision, to be self-motivated, and work in a team.

- Skills in the areas of time management, problem-solving, organization, and attention to detail.
- Basic verbal and written communication skills, with a commitment to respectful communication with all people, including people with diverse backgrounds and a range of communication styles and techniques.
- Basic mathematical and computer literacy skills.
- Must be able to work a flexible schedule including occasional nights and weekends.
- Employment is contingent upon the successful completion of a background check which may include criminal background checks, reference checks, and verification of work history.

**Physical Demands:** Standing, walking, sitting, climbing, bending, reaching outward, reaching above shoulders, reaching above head, gross motor, fine motor, keyboarding, driving, lifting/ carrying 50 lbs. or less, pushing/pulling 50 lbs. or less, ability to work in an environment with dust and other airborne materials