



**Position:** Thrift Store & ReTail Store Associate

**Department:** Thrift

**Exempt/Non-Exempt:** Non-Exempt, Full Time Position

**Immediate Supervisor:** Director of Sales & Marketing

**Availability:** The Thrift Store & ReTail Store Associate must be available to accommodate the needs of both the Thrift Store and ReTail Store. They must be available during scheduled shifts and/or all open Thrift Store and ReTail Store hours. This position includes holiday and weekend work.

**General Position Summary:** The Thrift Store & ReTail Store Associate fulfills two primary roles: 1) responsible for providing attentive care to Second Chances Thrift Store customers and donors, sorting and pricing donations, creating floor displays, running the register, and more; and 2) responsible for providing attentive care to Brother Wolf ReTail Store customers, adopters and donors as well as overseeing and directing all activities of the Brother Wolf ReTail Store appropriate for the effective and efficient management of the store. Excellent customer service skills and a positive attitude required.

**Essential Functions/Major Responsibilities:**

**Thrift Store Associate**

- Accept donations
- Keep a well-maintained store
- Greet customers and assist them with merchandise as needed
- Ensure excellent customer service standards are maintained
- Participate in the sorting, hanging, stocking, pricing, and marketing of donations
- Ensure housekeeping, merchandising, and organizational standards are maintained
- Price merchandise and oversee merchandise displays
- Maintain grounds surrounding building: clean and clear of garbage and debris
- Care for any in-store foster animals
- Design tasks for volunteers appropriate to the needs of Second Chances
- Oversee daily cash in/out. Be responsible for the integrity of any cash register reconciliation. Including daily reports
- Manage scheduling and activities of volunteer personnel and maintain positive work environment for volunteers

- Miscellaneous duties as assigned

### **ReTail Associate**

- Oversee the completion of the adoption process. This includes paperwork, pictures, data entry and interfacing with adopters and animals directly.
- Ensure excellent customer service standards are maintained
- Oversee and direct all activities involved in the smooth running of the ReTail Store
- Take responsibility for building security and safety of workers and customers
- Oversee inventory and set up of merchandise
- Oversee interior and exterior aesthetics of retail store, including merchandise display, janitorial, sidewalk appeal, signage etc.
- Review and oversee daily cash deposits
- Implement and enforce retail store policies as required and provide regular and periodic reports as requested
- Facilitate relationships with employees, volunteers, and patrons of the store
- Manage the maintenance of facilities, grounds and equipment
- Perform an inventory count quarterly
- Miscellaneous duties as assigned

### **Qualifications:**

- Must be at least 18 years of age.
- Bilingual skills are a plus.
- Excellent interpersonal, communication, customer service, and time management skills are essential.
- Data entry accuracy.
- Ability to remain calm and de-escalate difficult situations as necessary.
- Ability and initiative, working with minimal supervision and direction.
- Maturity, excellent judgment, and a customer service attitude.
- Basic computer skills required.
- Basic math skills required.
- Organizational skills required.
- Ability to read, write, and understand English is required.
- Ability to foster and nurture relationships and public relations beneficial to the organization and our programs.
- Previous Retail experience preferred.

### **Physical Requirements:**

- Physical ability to walk and/or stand on your feet throughout a normal workday required. Ability to bend and squat.
- Physical ability to engage in repetitive motions of legs, arms, and hands and to hear and see clearly.
- Physical ability to push and carry up to 50lbs regularly and independently throughout a regular workday required.
- Allergic conditions, which may be aggravated when handling or working with animals, may be a disqualification.

**Working Conditions:**

Conditions may include working alone, working inside or outside during varying weather conditions, frequent interruptions, and some evenings/weekends meetings and classes.

**Educational Requirements:**

High School Diploma or equivalent.

**Apply:**

To apply, please email your cover letter and resume to [employment@bwar.org](mailto:employment@bwar.org).