

JOB DESCRIPTION

JOB TITLE: **Sales Associate (Thrift Store)**

REPORTS TO: Retail Manager

HOURS PER WEEK: 40 Full-Time Weekdays, Weekends, Evenings, and Holidays

Essential Job Duties and Requirements

- Eligible to work in United States.
- High School Diploma or equivalency.
- Minimum of one year in a retail customer service position.
- Ability to read, write, speak, and understand English.
- Ability to process information through computer system and cash register.
- Ability to work independently without supervision while maintaining a high level of organization.
- Ability to embrace and implement communication best practices.
- Ability to continuously sit, stand, and walk.
- Ability to bend, squat, climb stairs, and lift frequently.
- Ability to lift up to 50 pounds.
- Ability to operate and use all equipment necessary to do the job.
- Ability to be flexible and available for temporary or permanent assignment to another Alpha store and/or transfer to another position as required by management.
- Ability to work varied hours/days and overtime as business dictates.
- Ensure a high level of customer service is maintained.
- Maintain professional conduct while engaging internal and external customers.
- Promote Alpha Resource Center Mission Statement.
- Adhere to company and store policies, procedures and procedures, including loss prevention, and propose changes when necessary.
- Maintain knowledge of store pricing and sales policies.
- Anticipate customers' needs.
- Resolve customer inquiries and concerns.
- Report safety and security issues, personnel issues, accidents and concerns.
- Attend and participate in trainings and seminars in order to remain competitive.
- Continually grow and develop skills and knowledge in order to be innovative.

JOB DESCRIPTION

Sales Associate

Continued

- Assist with opening and closing procedures.
- Welcome customers as they enter and thank them as they leave.
- Provide courteous and prompt service.
- Identify customers' needs and direct appropriately.
- Ensure customers receive sale information and direct to our sister stores.
- Assist with merchandising and display.
- Maintain quality of store's presentation which includes cleaning, organizing, arranging, and replenishing merchandise.
- Receive, sort, tag, and price incoming donations.
- Assist with pulls and markdowns.
- Process sales transactions through cash register, receive payment, and ensure proper cash handling practices are followed.
- Adhere to Store Policy Customer Response.
- Regular, punctual and predictable attendance at work is required.
- Maintain a clean, safe, and organized work area.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other duties to meet the ongoing needs of the organization.