



ALPHA RESOURCE CENTER OF SANTA BARBARA JOB DESCRIPTION

Job Title: Key Holder
Department: Thrift Store
Reports to: Store Manager
FLSA Status: Non Exempt
Hours: 40 hours per week Full-Time Weekdays, Weekends, Evenings, and Holidays

This position is central to the efficient function of the retail store. The employee must display professional integrity and encourage and contribute to the mission of Alpha through empowering individuals, supporting families and building community.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Ensure a high level of customer service is maintained
- Ensure daily Thrift Store goals are met. Monitor sales during the day to see if spot sales or other quick merchandising tools are necessary to achieve financial goals.
- Maintain professional conduct while engaging internal and external customers.
- Promote Alpha Resource Center Mission Statement.
- Adhere to and ensure compliance with company and store policies, procedures and practices including loss prevention, and propose changes when necessary.
- Open and close store according to store procedures
- Assist with training, directing, assigning and monitoring the work output of Sales Associates
- Stock, monitor, organize, and restock merchandise
- Assist with merchandising and display
- Acknowledge all customers anticipate and assist with their needs
- Uncover obstacles when customers resist making a purchase
- Process sales transactions through POS system, receive payment, and ensure proper cash handling practices are followed
- Adhere to Store Policy Customer Response
- Maintain knowledge of store pricing and sales policies
- Comply with governing laws and regulations.
- 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.
- Ensure performance goals and objectives align with job description, as well as have a positive impact on our Mission Statement.
- Maintain a clean, safe and organized work area
- Report issues, concerns or suspicious activity to management immediately
- Implement directives and any other duties assigned by manager.
- Other duties as assigned

SUPERVISORY RESPONSIBILITIES

None

HOURS OF WORK

40 hours per week. Work hours will be fixed per the demands of the department. Regular attendance, punctuality and diligent work performance are expected and required.

Attendance and participation at staff meetings, trainings and seminars is expected

QUALIFICATIONS

The employee must be able to perform each essential duty satisfactorily.

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Appropriate training will be provided where necessary, and specific assistance in refreshing the employee in those areas where appropriate.

- Eligible to work in the United States
- Ability to work independently without supervision while maintaining a high level of organization.
- Ability to embrace and implement communication best practices.
- 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
- Basic knowledge of office practices and office equipment
- Ability to safeguard confidential information obtained during employment
- Ability to work both individually and as a team member and prioritize work
- Must be able to establish rapport and communicate with internal and external customers of diverse cultural, educational and mental and physical ability

EDUCATION and/or EXPERIENCE

High School Diploma or a combination of education and experience demonstrating ability to perform essential duties is required. Minimum of one year in a customer service position. Must have good computer skills, including experience with the Microsoft Office suite of software, including Outlook, Word, Excel, etc.

LANGUAGE SKILLS

The ability to read, write and speak English clearly is mandatory. Ability to read and speak Spanish is desirable but not required. The ability to communicate information to other employees, customers and donors as well as management in a clear and concise manner is essential.

REASONING ABILITY

Employee is able to apply common sense understanding to carry out instructions, either written, oral, or diagram form. Must possess the ability to deal with problems involving several variables in any standardized situation. Must be able to prioritize tasks and activities in a manner consistent with direction from supervisor.

PHYSICAL DEMANDS

The employee is regularly required to continuously stand, walk, sit, talk, and hear. Employee must be able to bend, squat, climb stairs, and safely lift and/or move up to 50 lbs. unassisted. The employee frequently is required to use hands to handle or feel equipment, paper, or files. The employee must be able to operate all office equipment, especially a computer keyboard as well as see a computer monitor display screen. The

employee is occasionally required to stand, walk, and reach with hands and arms. Specific vision abilities required by this job include close vision.

This position requires the manual dexterity and adequate vision to read written materials, enter data into a computer, adequate hearing and verbal communication skills to conduct conversations (in person or on the telephone) and interact with staff and others to perform duties.

WORK ENVIRONMENT

The work environment would be generally described as a retail facility with an office setting adjacent to the primary work area. The ability to move between these areas is required in the execution of the employee's functional activities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate and the illumination of the work area is primarily with fluorescent artificial lighting.

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