**Job Description**

**Title:** Cashier/Sales Floor Associate

**Status:** Hourly, Non-Exempt

**Location:** Donated Goods Retail

**Reports to:** Store Manager

**Purpose:**

Handle customer transactions, maintain store stock and keep records, according to agency policies, procedures and practices. Represent the agency to the general public by his/her actions and friendliness; is in a key position to develop on-going customer relations. Handles donations on the sales floor according to agency standards.

**Essential Functions:**

1. Ensures 100% donor and customer delight.
2. Itemizes purchases on point-of-sale system, handles cash and makes change, and implements agency programs i.e. Round Up, Good Points, etc.
3. Utilizes personal computer software to input starting and ending cash amounts and maintain accurate customer records.
4. Handles customer disputes, makes exchanges according to policy and assists customers in a friendly and helpful manner.
5. Assists in stock rotation, merchandise racks, shelves and other displays in a presentable manner.
6. Assists store team leadership in the training of new personnel.
7. Assists in maintaining a clean store; such as, cleaning shelves, dusting, vacuuming floors, cleaning windows and mirrors.
8. Assists with floor running, apparel rotation, cleaning dressing rooms as needed.
9. Assists in compliance with policies and procedures, as well as safety or security measures.
10. Other duties as assigned

**Key Competencies:**

Integrity, respect for all, customer service, teamwork, communication, quality, safety.

**Key Behaviors:**

Model our agency values by putting people first, acting with honesty and integrity, embracing diversity, meeting people where they are, and serving as stewards of donations and the environment.

**Specific Experience/Skills/Abilities:**

* Strength in mathematics
* Experience with operation of personal computers preferred.
* Good social competence, customer service.
* Retail operations experience
* Know different shades and tones of color
* Know merchandise within a variety of categories: name brand, antiques, vintage, collectables to name a few.
* Ability to visually inspect clothing.

**Relationships:**

A. Positions Supervised: None.

B. Internal: Communicate effectively and develop teamwork within the store and agency.

C. External: Represent the agency in a positive way to the community including donors and customers.

**Basic Requirements:**

1. Education: High school diploma preferred or GED.
2. Certification: None.

C. Work Conditions: Work weekends, nights and holidays as required. Must be able to perform physical requirements of position including but not limited to: constant standing, constant bilateral reach and handling ability; constant fingering and pinch grip; requires constant ability to lift/carry up to 30 lbs.; may require constant shoulder height reaching with either hand and firm grasp; frequent bending; may squat; requires frequent ability to push/pull less than 20 lbs. Required to wear uniform including identification tag.

D. Equipment: General office equipment and phone system; cash register, computer, hand jack, tilter.

**Financial Impact, Direct/Indirect:**

Meet budget expectations.

**Job Description Review:**

I understand this job description and its requirements; and that I am expected to complete all duties as assigned. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without an accommodation. I understand that if I will need an accommodation for this position, I will inform the supervisor or a representative from the Human Resource Department of my accommodation needs.