



**Position Title:** Sales Associate

**Department:** Social Enterprise, Erie

**Reports to:** Retail Manager

**FLSA Status:** Non-Exempt, Hourly

**Job Type:** Part-Time, 15-20 hrs./wk.

**Compensation:** \$12.00/hr.

## Job Summary

Reporting to the Retail Manager, the Sales Associate works in carrying out all retail operations in the store, including, but not limited to, creating a Christ-centered environment, register operations, customer service, store appearance and displays, and employee interactions.

## Responsibilities

- Assist the Retail Manager in building the team by being an example of “revealing Christ” to all staff, donors, and customers.
- Provide a friendly and joyful environment to all customers when they enter the store and throughout their shopping experience.
- Complete register transactions, including handling cash and credit card payments and any non-cash purchases, to ensure the accuracy and security of all transactions.
- Establish and maintain customer service standards to ensure compliance with the company's mission statement and to provide a pleasant shopping experience for each customer.
- Work with store staff in maintaining the physical appearance of the store on every shift, including, but not limited to: communicating and restocking of janitorial and restroom supplies, removing safety hazards, picking up store merchandise and restoring to proper place, cleaning parking lot, sidewalks, windows and doors, store floors, break room(s), restrooms and other public areas, to ensure the safety and health of customers and employees.
- Maintain and clean out fitting rooms regularly.
- Assist store staff, in stocking store shelves and clothing racks, to provide customers with maximum shopping opportunities.
- Under the direction of the Retail Manager, assist store staff, as needed, to set up or change store displays to provide a pleasant shopping environment and to entice customers to shop in new areas or items within the store.
- Communicate, daily, all events related to customer service issues or problems, register mistakes, employee issues or accidents, and general store operations to the manager, to ensure

all issues are handled properly and in accordance with company policies and procedures.

- Attend as required, or requested, all training events provided by the company and all store meetings as scheduled by the manager to keep current on any policy changes, new procedures, and other information essential to performing the job.

## **Education & Experience**

Two to three years' experience in retail or related experience is preferred.

## **Skills & Abilities**

*The Erie City Mission considers every position one of Christian ministry and every person a vital and valued part of our team. Therefore, it is essential that all employees of the Erie City Mission have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values.*

- Must be a people person with a pleasant and willing attitude and have a servant's heart.
- Experience in retail operations preferred.
- Excellent communication skills (both oral and written) with an excellent command of the English language.
- Excellent math and money handling skills.
- The ability to interpret a variety of instructions furnished in written or oral form.
- Ability to operate a cash register and credit card machine.
- Ability to operate general office machines, copiers, fax, printers, scanners.
- Must be detail-oriented and have solid organizational skills.
- Must be a problem solver and be able to work with a minimum of supervision and take initiative.
- Excellent time management skills
- Ability to take responsibility, to work well as a team member and to work independently without supervision within the scope of normal duties and responsibilities.
- Personal qualities of maturity, humility, strong work ethic, and a roll-up-my-sleeves attitude.
- Demonstrated experience with and sensitivity to varying cultural, ethnic, and social background, values, and attitudes.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is primarily sedentary, sitting for long periods of time and is regularly required to stand, walk, use hands to finger, handle, or feel, and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl and taste or smell.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Contact with computer screens for long periods of time is required.

## **Other**

Works primarily out of the Erie City Mission Thrift, Erie store, but monthly all-staff meetings will require travel to the main campus.