

Shepherd's Gate

Job Title: Retail Assistant	Reports To: Operations Manager and Leads
Direct Reports: None	Revised: 10/26/20

JOB SUMMARY

The Retail Assistant objective is to bring in revenue to our ministry by friendly customer service and selling goods in our retail establishment, The Shepherd's Gate New Life Store. All of this is accomplished in accordance with the purpose of Shepherd's Gate, which is to meet the needs of homeless women and children in the name of Jesus Christ.

PRIMARY JOB DUTIES

- Maintain a friendly, safe and professional store environment.
- Offer customer service and stock merchandise in sales areas daily.
- Process transactions at register. Includes: cash handling, processing credit card sales and verifying identification.
- Courteously address telephone calls requesting store or donation information
- Track inventory in assigned areas and restock when necessary throughout the day
- Half-Off Day sales assistance
- Assist in creating and maintaining all merchandise displays in store
- Accept donations at the Donation drop off site
- Assist in upkeep of exterior donation site
- Sort donated items. Distinguish between saleable and nonsalable goods
- Sort, price, tag and hang all clothing, accessories, shoes and linens
- Sort, price and package hard good items for sale and/or delivery
- Allocate seasonal goods to appropriate areas
- Maintain color tag system for clothing, accessories, and linens
- Exhibit professional conduct and communication with Shepherd's Gate staff, residents, volunteers, and individuals performing community service
- Maintain a safe and clean work environment by keeping fixtures, shelves, pallet areas, workstations, rest room and break room neat; complying with procedures, rules, and regulations.
- Able to multi-task, prioritize duties and handle stressful situations
- Perform repetitive tasks
- Performs other duties as requested by Manager and Leads

Shepherd's Gate reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

PHYSICAL DEMANDS

- Frequent standing, bending, lifting, grasping, reaching, pushing and walking (*e*)
- Repetitive motion of the wrists, hands and/or fingers (*e*)
- Ability to lift of 5-25lbs frequently. Lifting up to 25-50lbs occasionally (*e*)

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- Ability to use equipment to move goods (e)
- Mobility among workstations (e)

EQUIPMENT USED

- Two-wheeled or 4-wheeled dolly, hand trucks and pallet jacks

ENVIRONMENTAL CONDITIONS

- Indoor retail environment
- Outdoor environment when in donation areas

KNOWLEDGE AND EXPERIENCE

- High School diploma or GED equivalent
- Work experience in service industry
- Demonstrated committed Christian faith
- Thrift Store or retail experience helpful
- Good organizational and customer service skills helpful
- Current valid California driver's license and automobile insurance (if driving company vehicles)

This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with the job. It is intended to be an accurate reflection of the basic elements that are essential to the job. This job description will be reviewed periodically as duties and responsibilities change with business necessity. Essential and marginal job functions are subject to modifications.

(e) Denotes "essential function" as defined by the Americans with Disabilities Act (ADA)

I have read and received a copy of the above Retail Assistant Job Description on

Printed Name

Signature

Date