



## Thrift Store Worker Job Description

**Position:** Thrift Store Worker

**Worksite:** Transitions Thrift Store

**Responsible to:** Thrift Store Manager

**Classification:** Retail Worker

**Grid Level:** JJEP Wage Grid 5

### **Summary:**

The Thrift Store Worker performs a wide variety of duties under the direction of the Thrift Store Manager to ensure an effective and profitable operation of the store. The worker is responsible for providing prompt, courteous and knowledgeable retail service to clients and customers. Duties include preparing products for sale, maintaining product displays, assisting customers with purchases and processes transactions.

### **Qualifications:**

#### **Education, training and experience**

- High School/Grade 12 education
- Minimum one year of recent related experience
- Or an equivalent combination of education, training and experience

#### **Job Skills and Abilities**

- Excellent time and general management skills
- Effective communication and customer service skills
- Works in a respectful and cooperative manner with staff and clients
- Ability to lift and carry boxes/bags of donations
- Ability to work with a variety of people in a busy work environment
- Ability to work some weekends and statutory holidays

#### **Additional Requirements**

- Criminal Record Check
- Adheres to the philosophy, policies and procedures of IWAV
- Signs and adheres to Oath of Confidentiality and Code of Ethics

### **Key Duties and Responsibilities:**

- Receives product donations and prepares them for display in the store according to established guidelines by performing duties such as sorting, pricing, folding, hanging and maintaining related records.
- Maintains or changes product displays including those required for periodic sale events.
- Greets and assists customers with product selection.
- Practice effective and courteous customer/retail conflict resolution skills
- Operates cash register and processes cash and sales transactions.
- Handles cash and receipts for the sale of merchandise by performing duties such as counting the float, balancing cash, providing changes, sorting and securing cash.
- Opens and closes the store by performing duties such as placing and removing signage, opening and closing tills, unlocking and securing the store.
- Works alongside volunteers to process and sort donated merchandise according to store policies and procedures.
- Process sales summaries and bank deposits as delegated by the store manager.
- Provides information about the retail store and services to members of the public in person and over the phone.
- Maintains the cleanliness of the store by performing duties such as cleaning windows, sweeping floors, and dusting product shelves.
- Performs other related duties as required.
- Maintain current knowledge of and complies with IWAV mandate, mission, policies, procedures, standards of practice and code of ethics.
- Maintains strict confidentiality of information gained because of employment with the society.
- Participates in store staff meetings.