



POSITION DESCRIPTION

Position: **Thrift Store Steward (TSS)**
Reports to: Thrift Store Manager
Location: Bread & Roses Thrift
840 East Main St., Grass Valley

Status: Non-Exempt
Schedule: Part Time
Date Prepared: July 7, 2018

POSITION SUMMARY:

The TSS is responsible for training volunteers and job training participants in the all relevant job tasks in a thrift store setting including but not limited to; setting and achieving daily production goals, sorting, hanging, pricing and overseeing quality assurance of salable donations received at Bread & Roses; processing of donations; visual merchandising ensuring the constant availability of quality items for sale within a clean, well-organized shop that is appealing to customers. The TSS works alongside Volunteers and Job Training Participants, providing modeling, support, and instruction related to hanging, pricing, Cash register, and quality assurance while also mentoring others to succeed. The overall goal of the position is to ensure customer satisfaction, the steady production of available merchandise for sale; ensure there is a variety of choices among donated items; continuously look for new and creative ways to display merchandise; keeping the store visually tidy and attractive; to continuously look for new and creative ways to display merchandise; enthusiastically responding to customer needs and inquiries

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Ensures the achievement of production daily/weekly/monthly quotas.
- Works with, supports and/or directs trainees and volunteers to meet quotas.
- Provides excellent leadership, mentoring and team building to achieve goals.
- Trains utilizing curriculum for Retail Job Training provided by the Thrift Store Manager.
- Maintains cleanliness and organization of production area.
- Manages breaks and lunch hours of TSS's
- Submits lists of needed items to the Store Manager for regular ordering.
- Aids with pickups and sales floor duties when needed.
- Provides topics of discussion for daily meeting.
- Leads daily production team meetings.
- Drive Bread & Roses to truck to pick up donations, dispose of unwanted items and transfer merchandise/unwanted items to other locations as assigned. When not driving the truck, serve as the truck driver's assistant as needed.
- Maintains mobile phone contact with supervisor when out on donation pick-ups.
- Fills up truck's gas tank as needed and returns all receipts to supervisor.
- Positions blocks and ties rope around items to secure cargo during transit.
- Ensures that truck is locked up each evening before closing the store.

- Ensure adequate and varied merchandise quantities on the sales floor, replenishing and emptying shelves with new merchandise as needed.
- Greet customers upon entering the store and help locate requested items.
- Monitor dressing rooms and replace unwanted items back in their proper place.
- Reorganize departments as needed or directed, keeping up with popular trends.
- Strive to find new and creative ways to display donated items and keep store departments looking “fresh.”
- Process and remove unsold items as appropriate.
- Personally, contribute to both internal and external customer satisfaction.
- Assist in the setting up promotional displays and visual merchandising.
- Serve as store cashier (when assigned); follow cash handling procedures for both sales and monetary donations.
- Assist in all store closing administrative duties.
- Communicate with co-workers regarding product inventory, working cooperatively and collaboratively to meet store goals.
- Maintain a clean work area and contribute to a clean and safe work environment.
- Demonstrate safe work practices through awareness and observation in support of a safety culture; reports any potential hazards or accidents.
- Attend all mandatory meetings.
- Help remove salvage material and garbage from salable goods.
- Sort and inspect all assigned donations.
- Prepare donated clothing items for sale: hanging, tagging, steaming and pricing.
- Evaluate and determine product value, utilizing pricing guidelines set by Store Policy and Management.
- Price items to prepare to move to sales floor.
- Identify goods for special sales and auctions.
- Maintain production tallies and meet productivity goals including team sales quotas.
- Completing tasks which a volunteer or job trainee is not present for (i.e. production, cash register, visual merchandising, etc.)
- Helps with other duties as assigned.

ATTENDANCE:

Must be punctual and timely in meeting all requirements of performance, including but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Analytical – Uses intuition and experience to complement data; helps to design workflows and procedures
- Design – Generates creative solutions; applies design principles; demonstrates attention to detail.
- Problem Solving – Identifies and resolves problems in a timely manner; works well in group problem solving situations; develops alternative solutions.
- Project Management – Coordinates projects; communicates changes and progress; completes projects on time and budget.

- Technical Skills – Strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

- Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- Problem Solving – Focuses on solving conflict, not blaming; maintains confidentiality when necessary; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position.
- External Working Relationships – Develops and maintains courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.
- Adaptability – Adapts to change in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays or unexpected events.
- Judgment – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Initiative – Volunteers readily; seeks increased responsibilities; asks for and offers help when needed.
- Dependability – Follows instructions; responds to management direction; takes responsibility for own actions; completes work in a timely manner; strives to increase productivity; works quickly.

Communication

- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Written Communication – Writes clearly and informatively; able to read and interpret written information.
- Teamwork – Contributes to building a positive team spirit; supports everyone's efforts to succeed.
- Ethics – Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Leadership

- Change Management – Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Delegation – Delegates work assignments when appropriate; matches the responsibility to the person; gives the authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.
- Managing People – Includes staff in planning, decision making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self-available to staff; provides regular performance feedback; develops staff's skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continuously works to improve supervisory skills.

- Motivation – Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- Professionalism – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Innovation – Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

Organization

- Business Acumen – Demonstrates knowledge of market and competition; understands business implications of decisions; aligns work with strategic goals.
- Cost Consciousness – Conserves organizational resources.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity – Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality – Is consistently at work and on time; arrives at meetings and appointments on time.

BUSINESS NECESSITY:

The needs of Hospitality House may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted, and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee must be capable of adopting with minimal or no advance notice, to change in how business is conducted and work is accomplished, with no diminishment in work performance.

SAFETY AND SECURITY:

All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES:

Supervises scheduled volunteers and Job Training Participants to ensure production goals are reached daily. Assists the Store Manager and Assistant Store Manager with the overall direction, coordination, and merchandise production (hanging, tagging, steaming and pricing). Carries out supervisory responsibilities in accordance with the organization's

policies and applicable laws. Responsibilities include training employees and volunteers; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

High school diploma or general education degree (GED); or six months to one year of related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in a one-on-one and small group situations to volunteers, customers, clients, and employees of Hospitality House.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Electronic Mail Software (Gmail) and be able to access online payroll “hub.”

CERTIFICATES, LICENSES, REGISTRATIONS:

- Maintain a valid and current driver’s license.

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Knowledge of modern office practices and procedures, including the operation of data processing and personal computer systems and other standard office equipment.
- Use initiative and independent judgment within established guidelines.
- Understand and carry out oral and written directions. Ability to communicate clearly and effectively with others.
- Prioritize work and coordinate several activities.
- Establish and maintain positive and cooperative working relationships with those contacted in the course of work, including a culturally diverse general public.
- Asks for guidance and assistance when needed as opposed to performing duties without clear understanding.
- Flexible and open to direction, accepting constructive feedback readily.
- Knowledge of retail industry and/or non-profit thrift stores preferred.

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 regularly required to stand for prolonged periods of time, as well as walk, bend, kneel, squat, push, and stoop, and

occasionally sitting; use hands to finger, handle, or feel; reach with hands and arms; talk and hear; smell. The employee must regularly 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.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically moderate to high with high levels of distraction.

Warehouse type environment; temperature varies; loud noises; exposure to dust.

HH Employment is available to eligible people regardless of religion, race, color, national origin, sex or disability.

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Printed Name: _____ Date _____

Signed: _____