



Hastings Family Service

Job Description

Job Title: Rivertown Treasures Retail Assistant
 Exempt XX Non-exempt

Reports to: Store Manager
Revision date: 06-08-2022

Position Summary

The Rivertown Treasures Retail Assistant is an enthusiastic and engaging team member with exceptional customer service and people skills to assist in the staffing of Rivertown Treasures at least two Saturdays/month. Rivertown Treasures is a thrift store that generates revenue to support the programs and services of Hastings Family Service while also providing emergency clothing and household items at no cost to neighbors needing assistance. This position is part time and shares the responsibility of Saturday coverage.

Key Result Areas:

The primary accountabilities for the position include:

Thrift Store and Warehouse management

- Works closely with the Store Manager to meet the goals and objectives of the store
- Help to manage the Saturday operations for Rivertown Treasures – approximate hours are 10am-4pm
- Oversee store organization and appearance
- Lead a team of volunteers in receiving, sorting, and selling donated merchandise
- Build and maintain strong relationships with volunteers, modeling exceptional customer service
- Responsible for opening/closing procedures in the store
- Assist volunteers in helping neighbors utilize clothing & household voucher programs
- Oversee the Donation Center and sort volunteers/area on designated Saturdays
- Other duties as assigned by the Store Manager.

Education and Experience:

- At least two years of experience working with the public with increasing levels of responsibility in a professional business or retail environment
- Experience working with volunteers
- Good computer skills and the ability to troubleshoot issues with the Square (cash registers) utilizing written instructions
- High degree of confidentiality and the ability to use good judgment and discretion in handling confidential and/or sensitive information and materials
- Ability to effectively represent the agency and interface with staff, volunteers, community members, donors and other internal and external audiences
- Ability to work a schedule that includes at least two Saturdays/month
- Must clear a background check

Physical Demands:

- The physical demands are that of a typical retail and warehouse environment.
- Ability to stand and or walk for periods up to two hours. Limited desk work - will primarily be on your feet.
- Required to bend, reach overhead, move merchandise, and occasionally lift 30 lbs or assist with lifting items in excess of 30 pounds.

Attributes:

- Warm and welcoming presence, committed to outstanding customer service
- Excellent communication skills
- Strategic thinker with flexibility, curiosity, and creativity to think outside of the box and discover/implement solutions
- Ability to work effectively both independently and as a part of the team
- A team player who works with a spirit of optimism, likes to have fun at work and looks for a “yes” to tough situations
- Strong commitment to confidentiality, diversity, equity and inclusion
- Genuinely enjoys working with people of all ages and backgrounds

I will have performed my job well when I:

Provide timely, high quality work

- Ensure a welcoming environment for the neighbors we serve
- Build and maintain strong relationships with volunteers, customers and other external constituencies
- Deliver on commitments to volunteers and staff
- Ensure timely, accurate communications to multiple constituencies

Contribute to the Hastings Family Service mission: The people of the *Hastings* area reaching out as *Family* in support and *Service* to one another.

Complete work according to the values of *Hastings Family Service*

- We see the person before the problem.
- We partner with those we serve and expect them to provide for themselves to the best of their ability.
- We offer help and hope.
- We respect the dignity of each individual and respect their privacy.
- We are good stewards of our resources.
- We believe working together makes our community stronger.

Competencies/Values expected of all HFS Staff:

- Serve as an ambassador of the HFS mission and programs at all times
- Model exceptional hospitality, making HFS a welcoming and trusted organization where people feel they matter and belong
- Respect and value all relationships, assuming the best intentions
- Acquire and share knowledge and skills that contribute to the organization’s effectiveness, engagement and community impact
- Embrace fun as part of doing good work
- Create collaborations and leverage relationships that promote increased impact and opportunity

This job description is not meant to be all-inclusive. It defines the critical job responsibilities and requirements only, which may change at any time, with or without notice due to agency needs, regulatory requirements or other factors.

AN EQUAL OPPORTUNITY EMPLOYER