

## JOB DESCRIPTION

**JOB TITLE:** Merchandise Coordinator (Full-time, non-exempt)

**REPORTS TO:** Thrift Store Manager

### WHO WE ARE:

At Hillcrest Hope, our purpose centers on ensuring each person's dignity and independence. We cultivate a culture of compassion, respect, and inclusivity, guided by principles of empathy and collaboration.

Our mission is to empower individuals and families experiencing homelessness to achieve personal independence through transitional housing, accountability, education, and community support.

We envision a community where everyone has life's basic necessities, standing on their own with dignity.

We believe that the strength of our team, united by a shared commitment to integrity, is fundamental to achieving this vision and making a positive difference in the lives of those we serve.

As a prospective member of our team at Hillcrest Hope, your commitment to embracing our purpose and being dedicated to upholding our values will help us achieve our mission.

### POSITION OVERVIEW:

The Merchandise Coordinator is responsible for overseeing the selection, pricing, display, and rotation of donated goods to maximize sales and support the store's mission. This role ensures that merchandise is attractively presented, well-organized, and aligned with customer demand. Working closely with store leadership and volunteers, the Merchandise Coordinator plays a key role in maintaining inventory flow, setting quality standards, and creating a positive shopping experience while supporting Hillcrest Hope's mission.

### CORE COMPETENCIES:

- Effective Communicator – Can convey information, ideas, and instructions to individuals or groups in oral or written form.
- Collaborates Effectively – Thrives in a team environment, working toward common goals, sharing knowledge and responsibilities while fostering teamwork and building a positive team dynamic.
- Relationship builder – Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- Detail-oriented – Performs tasks with care, checking work to ensure accuracy and completeness.
- Problem-solving – Can identify and analyze problems, find the best solutions, and implement them.

*Empowering individuals and families experiencing homelessness to achieve personal independence through transitional housing, accountability, education, and community support.*

- Time management – Can prioritize tasks, meet deadlines, and use time effectively.
- Flexibility – Responds positively to change, embracing and using practices or values to accomplish goals and solve problems.
- Volunteer Focus – Shows interest in, anticipates, and responds timely to volunteer needs. Recognizes adverse volunteer reactions and seeks alternative solutions when possible.

## **PRIMARY DUTIES AND RESPONSIBILITIES:**

### **Merchandise Coordination**

- Sort, Price, and display donated merchandise in an organized and visually appealing manner.
- Ensure appropriate rotation of inventory to maintain freshness and variety on the sales floor.
- Assist leadership in developing and maintaining merchandising strategies to maximize sales and support the organization's mission.
- Monitor inventory levels and work with Dock Coordinator to coordinate stock efficiently.
- Identify high-value or specialty items and coordinate special displays, promotions, and online marketing or sales if applicable.
- Maintain an awareness of supply stock used in daily operations and communicate needs to leadership.

### **Volunteer Coordination**

- Train and support volunteers in merchandise sorting, pricing, and presentation.
- Provide guidance on quality control and pricing standards to ensure consistency.
- Foster a positive and inclusive environment for volunteers, encouraging teamwork and engagement.
- Assist in scheduling and delegating tasks to volunteers for efficient store operations.
- Assist in the orientation of new staff and volunteers, ensuring they understand organization policies, procedures, and best practices for merchandising and store operations.

### **Retail Operations and Customer Service**

- Maintain cleanliness and organization in processing and sales areas.
- Ensure all merchandise meets quality and safety standards before being sold.
- Provide excellent customer service and assist shoppers as needed.
- Assist in retail operations when needed
- Maintain working knowledge in all departments to provide coverage when necessary.

*Empowering individuals and families experiencing homelessness to achieve personal independence through transitional housing, accountability, education, and community support.*

**QUALIFICATIONS:**

- High school diploma or equivalent.
- Previous experience in retail, merchandising, or thrift store operations preferred.
- Ability to work collaboratively with a diverse team, including volunteers.
- Ability to lift and move merchandise as needed (up to 40 lbs).
- Basic knowledge of retail sales trends and visual merchandising techniques.
- Excellent communication and interpersonal skills.
- Attention to detail, especially in pricing and quality control.

**WORKING CONDITIONS:**

- Store operations are Tuesday through Saturday. May require some evenings to support operations and special events.
- Work is primarily conducted in a retail and warehouse environment, with occasional duties performed outdoors, such as assisting with donation drop-offs or special events.
- Frequent standing, bending, lifting, and moving merchandise.
- Exposure to a variety of donated goods, which may include dust and allergens.
- Fast-paced environment with frequent interactions with customers, donors, and volunteers.

**SALARY RANGE AND BENEFITS**

- Full-time (Non-exempt) \$17.00 hourly, up to 40 hours per week.
- PTO available, plus holidays.
- Disability Insurance
- Dental Insurance
- Life Insurance
- Health Insurance Reimbursement
- 401(k) plan with traditional and ROTH options, 3% match.
- Employee Store Discount Offered