

JOB DESCRIPTION

JOB TITLE: Associate (Part-time, non-exempt)

REPORTS TO: Thrift Store Assistant 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 Thrift Store Associate plays a vital, multi-functional role in the success of the Hillcrest Hope Thrift Store by providing excellent customer service, efficiently processing transactions, maintaining merchandise presentation, and coordinating donation intake. This position supports all daily store operations, including working the sales floor, stocking merchandise, assisting with donation drop-offs, and maintaining an organized dock and donation area. The Thrift Store Associate contributes to a positive, team-oriented environment that reflects the mission and values of Hillcrest Hope.

CORE COMPETENCIES:

- Accountability and Dependability – Takes personal responsibility for the quality, timeliness and accuracy of work, and achieves results with little oversight.
- Detail-oriented – Performs tasks with care, checking work to ensure accuracy and completeness.
- Customer Focus – pays attention to non-verbal cues to anticipate needs and offer additional assistance if necessary
- Tact – Handles challenging or tense situations with professionalism and empathy for others.

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PRIMARY DUTIES AND RESPONSIBILITIES:

Merchandise Receiving and Processing

- Receives and carries in donated merchandise from donation dock
- Sorts donated merchandise to be distributed to departments for processing
- Maintains a working knowledge of store policies and quality control standards
- Sorts, cleans, and prices merchandise and displays it on the sales floor

Retail Sales

- Processes sales transactions efficiently while maintaining a friendly demeanor toward customers
- Ensure an accurate register balance through accurate payment processing
- Maintains a working knowledge of store policies, sales, and pricing

Customer Service

- Greet and engages positively with all donors and shoppers
- Address questions and concerns promptly and politely
- Seek to resolve minor concerns to provide a positive donation experience
- Build and maintain positive working relationships with co-workers and volunteers

General Operations

- Keep the store clean, organized, and free of hazards
- Other duties as assigned

QUALIFICATIONS:

- Ability to maintain a clean and professional appearance
- Comfortable interacting with donors and shoppers.
- Able to work extended hours standing, bending, and stretching.
- Able to lift and carry supplies and equipment, up to 50 lbs.
- Able to perform team lifts of large items, including furniture and appliances

WORKING CONDITIONS:

- Must be able to work flexible shifts, including evenings, weekends, and some holidays
- Dock operations require working outdoors in all weather conditions

SALARY RANGE AND BENEFITS

- Part-time (Non-exempt) \$15 per hour, weekly hours vary
- PTO available, plus holidays.
- 401(k) plan with traditional and ROTH options, 3% match.

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