REPORTS TO:

Back of House Supervisor/Thrift Store Manager

POSITION OVERVIEW:

The Thrift Store Dock Worker/Truck Driver provides backroom support for merchandise disbursement. This person should possess the ability to enjoy people and be friendly to whoever steps into the Thrift Store. He or She is expected to have and maintain a broad knowledge of the organization's products. Thrift Store Dock Worker/Truck Driver plays a significant role in the success and performance of the organization because they are responsible for the impressions our customers and donors have towards our organization.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Greets donors at the dock and/or at their home
- Ensures customer satisfaction and provides an enjoyable customer experience
- Build and maintain good relationships with customers and volunteers
- Maintains a clean and safe work area
- Organize, sort, and distribute donated items to the appropriate department
- Assist with customer carry outs and vehicle loading
- Communicates truck maintenance needs to management
- Provides suggestions and ideas to improve customer experience
- Other duties as assigned

I. **Qualifications**

      a. He/she must be enthusiastic in their work
      b. He/she must be self-motivated
      c. Exceptional customer service and communication skills
      d. Ability to work effectively under pressure
      e. Must be able to carry up to 100 lbs. of furniture or merchandise multiple times a day
      f. Must have a Class E License or able to obtain one at the time of hire for operating company work truck
      g. Must have a good/clean driving record

II. **Personal Characteristics**

    The Thrift Store Dock Worker/Truck Driver should demonstrate competence in the following:

    a. Behave Ethically: Understand ethical behavior and business practices, and ensure that their own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization
    b. Build Relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.

c.   Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
d.   Creativity/Innovation: Develop new and unique ways to improve operations of the organization and to create new opportunities.
e.   Focus on Client Needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
f.   Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
g.   Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
h.   Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate workable solutions, and make recommendations and/or resolve the problem.

III. **Working Conditions**

a.   Thrift Store Dock Worker/Truck Driver usually works in the thrift store and travels to various residences throughout the Clay County area but the mission of the organization may sometimes take them to nonstandard workplaces.
b.   Able to perform the basic functions of the position, including extended hours standing, bending and stretching,
c.   Able to lift merchandise and furniture up to 150 lbs.
d.   Speaks clearly and distinctly to perform extensive communication required with customers, donors, and other third parties.
e.   Hours are flexible; based on the needs of the thrift store
f.   Appears professional always.

JOB LOCATION / SALARY / BENEFITS / HOURS:

$16.00/Hour; Up to 30 hours/week
Employee store discount offered
Hillcrest Hope Thrift Store is located at 7 W. Mill Street in Liberty, MO 64068.

Hillcrest Hope is an equal opportunity employer who values and embraces diversity.