

JOB DESCRIPTION: SALES ASSOCIATE

THE RESALE SHOP-NCJW-ST. LOUIS SECTION

Job Title: Sales Associate-PART-TIME or FULL TIME

Reports to: Manager of People and Culture

Position description:

1. Promotes and practices the mission and values and follows the policies and procedures of NCJWSTL and The Resale Shop.
2. Support along with the Assistant Manager in the Resale Shop to maintain a clean and organized resale store.
3. Provides excellent customer service and ability to resolve customer issues with management support
4. Staff the POS cash register desk to ensure customer purchases are handled with integrity and accuracy
5. Helps to promote the Customer Rewards program, Donation Center and share information about the projects of NCJWSTL
6. Answers phones in a professional manner and able to direct customers or donors to the proper department
7. Support the Brand Manager with merchandising the sales floor and overseeing an area of responsibility as assigned by Manager of People and Culture. Has accountability for an area of responsibility on the sales floor to include filing, ticketing, merchandising and organizing to standards
8. Maintaining a safe shopping and working environment within The Resale Shop and Donation Center. Maintains appearance of the Shop by cleaning, organizing and replenishing stock as needed following all sizing and color guidelines
9. Staffs in-shop special events
10. Performs other duties as assigned by Assistant Manager or Manager of People and Culture

Other tasks:

- Be a Brand Ambassador for The Resale Shop. Support Social Media marketing
- Must be able to stand for long periods of time
- Must be able to lift up to 20 pounds and maneuver up and down stairs
- Weekends and some nights availability are required. Special events may require a change in normal work schedule
- Other tasks as assigned

Qualifications:

- a. Experience in retail sales and customer service.
- b. Self-motivated. Shows initiative
- c. Excellent selling and organizational skills
- d. Able to establish good working relationships with both staff and volunteers
- e. Flexible. Ability to multi-task
- f. Personable and presentable
- g. Able to work at a cash register and other software
- h. Exceptional work ethic, attendance and initiative
- i. Has a passion for the mission

This is a Part or Full Time Non-Exempt position. Benefits for Full-Time employees include Health Insurance, Life Insurance and a generous PTO package. Some evening and Saturday work is required.

Job Types: Full -Time, Part-Time**Benefits:**

- 401 (k) matching
- Dental Insurance
- Vision Insurance
- Health Insurance
- Life Insurance
- Paid Time Off
- Employee Discount
- Flexible Schedule

Schedule:

- Day shift
- Must be flexible for shift changes based on special events outside of normal shop hours.

Ability to Commute: St. Louis, Missouri 63141 (Required)

Work Location: In person

The Resale Shop is a 501(c)(3) organization. The proceeds from donated items support our programs and projects supporting women, children, and families in the St. Louis region.

NCJWSTL is an Equal Opportunity Employer.