The Resale Shop

National Council of Jewish Women STL

I. Job Title: Resale Operations & Processing Associate

II. Reports To: Donation Center Manager

III. General Objective: Supports the daily backroom operations of the organization's resale shop by processing donated goods, preparing inventory for sale, and maintaining efficient operational workflows.

IV. Position Description: Resale Operations & Processing Associates are responsible for receiving donations, sorting and evaluating items based on quality, brand and season before assigning a price. This role plays a vital part in ensuring that donations are handled efficiently and respectfully, contributing directly to the shop's mission of providing affordable goods and supporting community programs. Through thoughtful assessment and accurate pricing, this role transforms donations into accessible, affordable, and eco-conscious shopping experiences. The ideal candidate is dependable, organized, and committed to creating a positive donor experience.

V. Key Responsibilities

Donation Intake and Customer Service

· Greet and thank donors in a friendly and professional manner.

· Accepts donations at the donation center entrance.

· Provide donation receipts as needed and answer questions about acceptable items.

Product Evaluation & Sustainability Assessment:

· Inspect donated items for condition, quality, and potential for resale.

· Sort items into appropriate seasons and/or categories

· Set aside damaged or non-sellable items for recycling or disposal according to guidelines.

Pricing & Inventory Preparation:

· Assign fair, market-aware prices using shop pricing guidelines and category knowledge.

· Research unique, vintage, or brand-name items to determine resale value.

· Tag, label, and prepare products for the sales floor or special display areas.

Organization & Inventory Support:

- Maintain a clean, safe, and organized donation intake and processing area.
- Move items to appropriate staging areas for pricing, storage, or floor placement.
- Help track volume and flow of donations as requested by management.

Safety & Team Collaboration

- Follow all safety procedures when lifting, moving, and sorting items.
- Report any safety concerns or donation issues to a supervisor promptly.
- Work as part of a team and communicate effectively with fellow associates and volunteers.

VI. Qualifications:

· Previous experience in resale, retail, inventory, or quality control preferred.

· Knowledge of clothing brands, vintage items, or resale pricing trends.

· Passion for sustainability, secondhand culture, and community impact.

· Attention to detail and ability to work independently in a fast-paced environment.

VI. Staffing needs:

· Ability to lift 20 pounds or more

· Ability to stand for long periods of time

· Ability to maneuver stairs

· Detail oriented

· Customer service driven

· Selling skills

· Organized

· Personable and presentable

· Outgoing and friendly

· Flexible

· Self-Motivated

· Ability to multi-task

· Basic math skills

· Passion for the mission

This is a Part or Full-Time Non-Exempt position. Fast-paced retail and community environment with hands-on work. Benefits for Full-Time employees include Health Insurance, Life Insurance and a generous PTO package. Some evening and Saturday work is required.

NCJW-St. Louis is an equal opportunity employer.

Job Types: Full-time

Benefits:

- 401(k) matching
- Dental insurance
- Employee discount
- Flexible schedule
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- Day shift

Experience:

- Fashion retail: 2 years (Required)

Ability to Commute:

- St. Louis, MO 63141 (Required)

Work Location: In person

Pay: $17.00 - $19.00 per hour

Benefits:

- 401(k) matching
- Dental insurance
- Employee discount
- Health insurance
- Paid time off
- Vision insurance

Experience:

- Retail/Resale: 2 years (Required)

Work Location: In person

NCJWSTL is an Equal Opportunity Employer