

## JOB DESCRIPTION

JOB TITLE: Team Member  
STATUS: Non-Exempt; Part-time  
REPORTS TO: Owner or their designee  
SUPERVISES: No  
PURPOSE: Responsible for processing goods, merchandising and/or register sales with a focus on customer service and maximizing sales to benefit Win-Win stakeholders

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Receiving, Separation and Processing:**

- Greet donor in store or at their vehicle courteously and unload donated items with care
- Remain up to date on items accepted by Win-Win and those we will not accept. Do not accept items on the do not accept list
- Communicate to donors why certain items cannot be accepted by Win-Win
- Demonstrate keen eyes and a knowledge of quality goods to separate the saleable from the unsaleable.
- Place goods that cannot be used elsewhere in the dumpster.
- Clean saleable goods with an eye for detail while balancing time spent and value of item.
- Place processed items that are ready for pricing in designated areas.

#### **Sales Floor/Cashier/Pricing Inventory:**

- Greet customers and share current sales as appropriate
- Process customer sale transactions, bag/box items if requested, and thank customer for shopping at Win-Win
- Accurately conduct sales transactions and maintain cash and credit card control by following proper procedures for voids, refunds, checks, credit cards, etc.
- Price items appropriately by researching similar items on ebay and other sites to accurately determine value and pricing with Win-Win standards and procedures in mind
- Merchandise quality items on the sales floor to maximize sales
- Give outstanding customer service and remain calm and professional under stressful situations

- Maintain the sales floor and check out area in a clean, neat and properly displayed manner
- Maintain a safe work area at all times
- Immediately report all incidents of theft to Owner or their supervisory designee
- Refer customer complaints or inquiries to Owner or their supervisory designee

**Housekeeping/General Duties:**

- Clean and maintain floor on a daily basis including vacuuming, dust mopping and/or wet mopping as needed
- Clean and maintain rest rooms, display shelving, back processing and storage areas, and store exterior including parking areas
- Report repairs that need outside assistance
- Keep your availability current in Homebase/Scheduling software.
- Clock in and out as scheduled to maintain appropriate records for payroll.
- Request time off allowing enough time to adequately secure coverage
- Maintain a safe work environment at all times
- Report need for ordering supplies before supply is depleted
- Provide assistance and support to other Team Members as necessary
- Maintain strong work habits including regular attendance, punctuality, teamwork, initiative, willingness to learn and dependability
- Maintain a professional appearance and demeanor
- Perform general housekeeping duties as needed or assigned
- Perform other duties as required or directed which may be necessary in order to facilitate the mission of the Win-Win

**Qualifications:**

- One year of related experience is preferred
- Must possess and consistently demonstrate the ability and willingness to utilize outstanding customer service skills
- Must possess adequate language skills including ability to read, analyze and interpret documents relating to store operations and sales
- Ability to perform basic math
- Must possess adequate computer skills to utilize the POS system and internet for research

- Ability to manage own time and function independently in an unstructured environment with minimum supervision
- Ability to follow instructions, adhere to policies and make sound decisions

**Physical Demands:**

The physical demands outlined here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop; kneel; crouch or crawl; talk or hear. The employee must frequently lift up to 50 pounds and/or move up to 50 pounds or more. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to focus.

**Work Environment:**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to weather conditions. The noise level in the work environment is usually low to moderate.

**RECEIPT OF JOB DESCRIPTION**

This job description has been reviewed with me by my supervisor. Meeting the qualifications as required, I understand and agree to perform the duties as described. A copy of this description has been given to me.

Employee Signature:

Date:

Supervisor Signature:

Date:

THIS IS NOT AN EMPLOYMENT CONTRACT AND DOES NOT ALTER ANY EMPLOYEE'S AT-WILL EMPLOYMENT STATUS