

THE THRIFT STORE – Benefitting the Club for Boys

Job Description – Resale Specialist

Effective 6/1/2024

Job Summary: The primary responsibility of a resale specialist is to provide support and assistance wherever they are needed. This can include tasks such as covering shifts for absent employees and providing support in different departments as needed. A resale specialist should be outgoing and possess strong communication and problem-solving skills. They must be able to quickly learn new processes and procedures, as well as work well in a team environment.

Reports to: Immediate Department Supervisor, Manager

Supervises: May be asked to supervise Jr. Retailers and/or Volunteers

Responsibilities and Duties:

- Assist all departments as assigned.
- Perform administrative duties.
- Open store
- Do deposits/close out tills
- Interact professionally with donors, customers, other staff members, and volunteers.
- Use good judgment to independently prioritize all situations arising during the workday.
- Complete work assignments safely and expeditiously.
- Maintain a clean and neat appearance that is always presentable to the public.
- Assist in answering the phones, taking pick-ups, and fulfilling caller's requests.
- At the end of the workday prepare the next day's duties, clean the area, and ready the work area.
- Other duties as assigned.

Minimum Qualifications:

- High school diploma or GED and 2 years' experience in a similar field.
- Good knowledge of the resale value of new and vintage items.

Skills:

- Strong customer service skills and excellent verbal communication skills.
- Self-starter that is able to work independently and can stay motivated.
- Willingness to learn new skills and work collaboratively with others.
- Follow written and oral directions.
- Handle a variety of duties in an organized manner and follow up effectively.
- Have a wide range of knowledge of donated items and the ability to recognize vintage, antique, collectable, valuable items.
- Ability to multi-task, solve problems, work under pressure, and meet deadlines.
- Must possess mature judgment, neat personal appearance, tact and discretion.

Physical Requirement:

- Ability to lift, maneuver, and carry medium to heavy objects (i.e. 10 – 50 lbs.).
- Must be able to stand for extended periods, bend, squat, climb, reach above shoulder level and lift from high to low positions.
- Good manual dexterity, good hand/eye coordination and good visual acuity.

Work Specifics:

- Part time or full time, hourly non-exempt.
- Shifts can change due to business needs or the discretion of management.
- Weekends, special events, and selected holidays may be required.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an “at-will” basis.

I have read and agree with the above job description.

_____ *Date* _____
(Please Sign and Date)

