

**Job Description**  
**Thrift Store Assistant**  
**Community Action and Engagement**

**Summary:**

The Thrift store assistant supports the day-to-day operations of the SCCSS Thrift Store and creates a welcoming retail environment for customers, donors, clients, and volunteers. The Thrift store assistant reports to the Volunteer Program Lead.

**Key Duties and Responsibilities:**

- Operating the till, receiving and processing cash and charge/credit payments
- Provide exceptional customer service during our business hours; help customers locate items in the store
- Support and implement creative merchandising and inventory rotation
- Assisting in the cash-in and cash-out procedures
- Supporting and engaging volunteers in a meaningful way
- Assist with receiving, organizing, sorting donations
- Assist with online sales administration and general store operations
- Resourcing and allocating recyclable materials, and other store duties
- Assists with other duties as required, from time to time, aiding with the efficient operation of the organization
- Demonstrates exceptional service while assisting customers and donors

**Qualifications and Skills Required:**

- Experience in a retail, customer service or sales environment
- A keen desire to interact and team-build with volunteers and store customers
- Knowledge or desire to learn about non-profits, social enterprise and recycle/upcycle/re-purpose will support the candidate
- Excellent communication and organizational skills.
- Willingness to learn, be creative and flexible when situations change
- Customer service driven
- Knowledge of universal safety precautions.
- Experience working in the non-profit sector is an asset.
- Capable multi-tasker able to identify and act on priorities
- Demonstrate an inclusive and non-judgmental approach to visitors, volunteers and staff
- Problem solving skills; ability to support customers and volunteers in a using a collaborative approach
- Adaptable and flexible, Willing to consider or accept new suggestions and ideas

### **Working Conditions**

- This position works in a typical retail environment
- This position may work alone or with minimal supervision

### **Physical Requirements**

- Must be able to lift and carry up to 50 lbs
- Frequent standing, walking, repetitive finger, hand and wrist motions, as well as bending, stooping, reaching, squatting, kneeling, pushing, pulling, climbing ladders, and work with cleaning chemicals

### **Organizational Relationships**

This position reports to the *Volunteer Program Lead, Community Action and Engagement*.