

HOUSE OF HOPE JOB DESCRIPTION
JOB TITLE: Warehouse / Store Associate

STATUS: Non-exempt, part-time

LOCATION: House of Hope, Stuart, FL

REPORTS TO: General retail manager

JOB SUMMARY: Assist with the daily operations of the House of Hope thrift store and retail warehouse, including assistance with the intake, sorting and merchandising of hard and soft goods (donations) as well as retail sales. This position also will assist with general facilities maintenance. This position is under the direct supervision of the general retail manager and will also work under the supervision of the Stuart store manager and the routing supervisor.

DUTIES AND RESPONSIBILITIES:

1. Thrift floor duties

Under the supervision of a manager or manager's designee, assist with:

- b. Organizing of the thrift/retail sales floor.
- c. Merchandising, staging and replenishing hard and soft goods.
- d. Providing outstanding customer service.
- e. Identifying and removing obsolete and/or damaged items from the sales floor.
- g. Store opening and closing procedures.

2. Thrift/retail warehouse duties

Under the supervision of a manager or manager's designee, assist with:

- a. Organizing thrift/retail warehouse space.
- b. Receiving and processing of hard and soft goods.
- c. Identifying and removing obsolete and/or damaged items from the warehouse.
- d. Warehouse opening and closing procedures.
- e. Providing outstanding customer service.

3. Facility maintenance:

Under the supervision of the General Retail Manager, Store Manager and/or Routing Supervisor:

- a. Maintain the organization, cleanliness, safety and security of the physical retail sales floor and the thrift and retail warehouse space
- b. Assist with the regular and timely exterior maintenance of the Stuart US1 Store, including landscaping, trash removal and general cleanliness of the parking and green areas

4. Stay informed in all areas of thrift/warehouse safety and security standards.

5. Perform all duties in conformance with appropriate cleanliness, safety and security standards.
6. Develop and maintain positive, collaborative relationships with employees and volunteers.
7. Act as an ambassador for House of Hope.
8. Provide support to fellow department team members as well as outside departments as needed.
9. Participate in disaster- or emergency-related duties as needed.
10. Attend meetings and training as requested.
11. Perform other duties as assigned by supervisors.

QUALIFICATIONS:

1. EDUCATION/EXPERIENCE:

High school diploma or GED required. Two years of retail- or warehouse-related experience preferred.

2. KNOWLEDGE, SKILLS AND ABILITIES:

- a. Knowledge of organization and operations.
- b. Knowledge of intake and distribution practices and procedures.
- c. Knowledge of inventory control procedures.
- d. Knowledge of warehouse/thrift operations safety.
- e. Ability to organize, set priorities and meet deadlines.
- f. Ability to work with volunteers.
- g. Ability to exercise good judgment and discretion; maintain confidentiality of clients, coworkers and agency.
- h. Ability to relate well to all individuals of all backgrounds, social, economic levels.
- i. Ability to communicate effectively with clients, donors, volunteers, coworkers and board members verbally and in writing.
- k. Ability to work independently with minimum supervision.
- l. Ability to operate and use general office and point of sale system necessary to run retail operations.
- m. Ability to maintain clean, well-groomed appearance and dress appropriately for the position.
- n. Must have reliable transportation.
- o. Compliance with House of Hope policies and procedures.

3. PHYSICAL REQUIREMENTS:

The physical demands 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 frequently required to read, sit, talk, and hear. The employee is constantly required to use hands and fingers to feel, handle, or operate objects, tools, or controls and to reach with hands and arms. The employee is also occasionally required to climb, balance, stoop, kneel, crouch and walk.

The employee must frequently lift and or move up to 50 pounds. Specific vision abilities required by this job include close and distance vision.

4. ENVIRONMENTAL REQUIREMENTS:

The work environment characteristics described here are representative of those an employee encounters while performing 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 may occasionally work in outside weather conditions.

The noise level in the work environment is usually moderate.

Signature indicates that this job description has been read and that the related duties and expectations are understood.

Signature

Date