

***MISSION STATEMENT:** Holland Rescue Mission exists to glorify God by proclaiming and demonstrating His love through Christ-centered programs of excellence for the homeless and less fortunate.*

**HOLLAND RESCUE MISSION
LAKESHORE RESCUE MISSION
Job Description**

JOB TITLE: Key Holder/Team Lead

DEPARTMENT: Thrift Store

RESPONSIBLE TO: Store Manager

LEVEL: 5

SUMMARY: To assist in fulfilling the purpose/mission of HRM by being responsible to work within the Store Management Team in facilitating the daily operations of the Thrift Store and the supporting Production Department. In this capacity, the Key Holder/Team Lead is responsible to assist the Store Management Team in providing an operation that not only produces a reasonable profit for the ministry but also provides a ministry itself to the staff, volunteers, clients and customers that come in contact with the store and production area through spiritual mentoring, devotional times and one-on-one contact.

CASHIER RESPONSIBILITIES:

1. Greet customers entering and exiting the store in a friendly and pleasant manner.
2. Understand and operate the following functions on the cash register:
 - o Product purchases and returns
 - o Handle cancellation transactions and voids
 - o Printing “x” and “z” (Batch Out) reports end of day/week/month
3. Count down register drawers and prepare daily deposits of store sales, insuring the total security of all cash moving through the registers.
4. Become adept at handling all functions of credit card machines and end of day batch reports.
5. Assist on the store sales floor
6. Assist in supervising all store activities
7. Serve as store team “chaplain” (alongside res of management team) – direct and lead devotions, listen to personal issues, encourage spiritual growth, mediate team member disputes, deal with discipline and correction as needed, encourage team unity
8. Assist in daily cleaning and maintenance of the store
9. Help with solicitation and management of the consigned furniture program
10. Assist in proper identification, pricing and display of donations.
11. Answer the telephone and handle callers in a professional manner, directing all sales calls and customer inquiries to the appropriate individual; including transferring all pick-up calls to the Gateway center.

12. Maintain a clean and presentable store environment. Keep areas such as bathrooms, floors, break room, dressing rooms, and customer counter clean and presentable.
13. Hang clothing for display, price garments, hang clothing in appropriate area.
14. Price and display jewelry, assist customers with items in case.
15. Assist in creating and maintaining store displays and in-store promotions, including the presentation and implementation of ideas.
16. Cooperatively and actively work with all store volunteers and mission clients.
17. Welcome, supervise and nurture the investment of volunteers at the Holland Rescue Mission, particularly those working in department(s) relating to this position.
18. Direct donors to proper area for drop-offs.
19. As truck delivers store inventory, assist in putting away.
20. Assist in preparing for store opening. Those scheduled to open the store are required to begin work at 9:45am.
21. Assist in proper closing procedures. Manager will train in proper task list for end of day duties. Those closing the store will be expected to remain until at least 6:15pm, or until closing duties are complete.
22. Participate in morning devotions as schedule permits.
23. Perform any additional tasks as requested by the Store Management Team.

PRODUCTION ASSOCIATE RESPONSIBILITIES

24. Produce clothing for sales floor as instructed by Production and/or Store management Team.
25. Greet and assist donors as assigned.
26. Answer telephone as needed.
27. Assist in maintaining overall production cleanliness by picking up, straightening, and organizing as needed.
28. Assist with trash hauling to dumpster as needed.
29. Sort, clean, and price shoes, purses, belts, books, and hard goods for sales floor, according to pricing guidelines.
30. Assist truck drivers with unloading goods from truck deliveries.
31. Assist customers with loading purchased goods.
32. Maintain cooperative unity between store staff, volunteers, community service workers, baling staff, and warehouse.

GENERAL:

- Attend Mission sponsored meetings and events, including religious activities, as designated by supervisor.
- Fulfill all aspects of position job description according to the biblical principles and philosophy of ministry as defined by the Holland Rescue Mission Statement of Faith, Principles of Influence/Qualifications for Employment, Vision Statement, Mission Statement and Core Values.

QUALIFICATIONS:

Personal:

- Must provide a clear biblical testimony of a personal experience of receiving by faith the Lord Jesus Christ as Savior and give evidence of His presence in daily living (Romans 6:13, Eph. 4:20-32, Phil 1:7-11, 3:7-10).
- Actively seek the unity of believers.
- Be a mature Christian and a member in good standing of an evangelical church.
- Possess a desire to serve in meeting the physical needs of our residents and point them to Jesus Christ as Savior and Lord.

Education and Experience

- High School Diploma

Skills and Abilities:

- Professional with strong interpersonal skills, ability to work with a diverse group of individuals
- Self-motivated
- Willing to learn and be flexible in fast-paced environment
- Loyal to co-workers, volunteers, and management
- Punctual, dependable attendance history
- Retail store experience
- Cashier experience
- Customer service experience
- Leadership/Retail Management Experience preferred

Physical

- Sitting or standing for long periods of time to perform job functions
- Ability to lift and move objects weighing up to 60 pounds
- Manipulate, handle, feel, and control items or equipment
- Communicate effectively with clients, co-workers and volunteers
- Be able to read, write, and interpret written documents

II Timothy 3:16-17 *“All Scripture is breathed out by God and profitable for teaching, for reproof, for correction and for training in righteousness, that the man of God may be competent, equipped for every good work.” (ESV)*

Employee Signature: _____ Date: _____