

***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 Job Description**

**JOB TITLE:** Retail/Production Associate

**DEPARTMENT:** Thrift Store

**RESPONSIBLE TO:** Store Manager

**LEVEL:** 6

**SUMMARY:** To assist in fulfilling the purpose/mission of HRM by supporting the retail operations of the Gateway Thrift Store by working in various departments as assigned by the Store Manager.

### **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:
  - a. Product purchases
  - b. Exchanges
  - c. Returns will be done by Management
3. Understand and operate all functions of credit card machines.
4. Answer the telephone and handle callers in a professional manner, directing all sales calls and customer inquiries to the appropriate individual.
5. Understand and schedule deliveries by completing the proper paperwork.
6. Maintain a clean and presentable store environment. Keep areas such as bathrooms, floors, break room, dressing rooms, and customer counter clean and presentable.
7. Process clothing for display by pricing garments and hanging in appropriate area.
8. Process jewelry by pricing and displaying in jewelry case. Assist customers with jewelry purchases.
9. Assist in creating and maintaining store displays and in-store promotions, including the presentation and implementation of new ideas.
10. Cooperatively and actively work with all store volunteers and mission guests/students.
11. Direct donors to proper area for donations.
12. Assist in processing store inventory when delivered.
13. Assist in daily store opening procedures. If scheduled for opening, arrive to begin work 15 minutes before scheduled shift.
14. Assist in daily store closing procedures using manager-provided task list. If scheduled for closing, expect to stay until closing duties are complete.

15. Participate in morning devotions as schedule permits.

### **PRODUCTION ASSOCIATE RESPONSIBILITIES**

1. Process clothing for sales floor as instructed by Production and/or Store managers.
2. Greet and assist donors as assigned.
3. Answer telephone as needed.
4. Understand and schedule deliveries completing the proper paperwork.
5. Assist in maintaining overall production area cleanliness by picking up, straightening, and organizing as needed.
6. Assist with trash hauling to dumpster as needed.
7. Sort, clean, and price any items directed to the sales floor.
8. Assist truck drivers with unloading goods from truck deliveries, if needed.
9. Assist customers with loading purchased goods.
10. Maintain cooperative unity between All Gateway staff, volunteers and community service workers.

### **GENERAL:**

11. Welcome, oversee and nurture the investment of volunteers at the Holland Rescue Mission, particularly those working in department(s) relating to this position.
12. Work to protect the reputation of the ministry in all events.
13. Attend Mission sponsored meetings and events, including religious activities, as designated by supervisor.
14. Participate in training as assigned by mission leadership.
15. Participate in overall development efforts as appropriate.
16. 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.
17. Perform other duties as assigned.

### **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.
- Ability and willingness to mentor and disciple participating students and live out your faith through your interactions, work and speech

**Education and Experience**

- High School Diploma
- Retail store experience preferred
- Cashier experience preferred
- Customer service experience preferred
- Knowledge of what God is doing through the ministry of Rescue Missions
- Experience in Rescue Mission work preferred

**Skills and Abilities:**

- Professional demeanor with strong interpersonal skills and 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 with dependable attendance history

**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

2 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: \_\_\_\_\_