



## Job Description

*The Center for Transforming Lives (CTL) is committed to a policy of Equal Opportunity Employment (EOE) in its dealings with both employees and applicants for employment. As such, the CTL provides equal opportunity without regard to race, ethnicity, age, religion, gender, sexual orientation, national origin, disability, status as a veteran, or any other characteristic protected by law except when such characteristic is a bona fide occupational qualification.*

**Job Title:** Resale Shop Associate      **Reports To:** Resale Shop Manager  
**FLSA Status:** Part Time      **Safety & Infection Control:** Category III Risk

### SUMMARY

Responsible for generating sales and donations through excellent customer service. Assists store management in sorting, pricing, merchandising and ensuring store cleanliness. Processes merchandise in a neat, clean and visually appealing way.

### RESPONSIBILITIES

Contributes to providing quality service in whatever capacity is required in accordance with skills and training,

1. Maintains excellent customer service and is sales focused
2. Promotes unified, team-oriented atmosphere in all communications and actions
3. Is professional in appearance and demeanor
4. Ensure the store remains uncluttered, safe and cleaned daily
5. Proficient in cash handling
6. Properly receive and process donations in a timely manner
7. Pricing and merchandising with specific direction from the Resale Shop manager
8. Ensure there is at least one associate/volunteer present on the sales floor at all times
9. Close and secure the resale shop properly
10. Perform janitorial duties as needed
11. Performs duties as assigned by the Resale Shop Manager

### KNOWLEDGE, SKILLS, ABILITIES

Cash handling experience including processing of credit card transactions and excellent customer service skills. In addition:

- demonstrate a strong work ethic
- demonstrate a commitment to working well with others
- work independently with minimum supervision and maximum accountability

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- Primarily retail conditions. Some work in storage and/or sorting areas. Hours available must be between 9 am to 7:30pm Monday through Saturday. Evening and Holiday hours as scheduled.

Please send all resumes to [ndavis@transforminglives.org](mailto:ndavis@transforminglives.org) for review.

### DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified