



Sales Associate Job Description

Job Summary:

Perform a wide variety of duties under the direction of Manager to ensure an effective operation of a thrift store environment. The Sales Associate is responsible for providing prompt, courteous and knowledgeable service to our clients and customers.

Essential Functions:

- Maintains good employee & volunteer relations by working together as a team.
- Assist referrals/clients by creating a non-judgmental and supportive environment.
- Develops positive relations with other community agencies by serving their clients with respect & in a non- judgmental manner.
- Respect and complies with all WINS policies and procedures.
- Develops an ongoing communication with Manager on any issues/concerns, store operation, and policies.
- Educate the public of WINS services and programs.
- Handles customer correspondence, complaints and inquiries and report to Management for resolution.
- Effectively handles cash sales & procedures on register with little or no mistakes.
- Sort and Price donations according to labels and ensures that it represent a fair market value.
- Ensures stock level is rotated regularly and merchandise are organized and displayed to maximize sales.
- Maintains a safe and secure working area for employees and customers by ensuring aisles and loading dock is clear of clutter and garbage.
- Responsible to help secure the premises by ensuring overhead and back doors are locked and no customers are left in the store.
- Assist in bringing donations in and to its proper workstation.
- Inspecting all donations for soiled or damages and refuses goods if necessary in a respectful manner.
- General housecleaning and tidiness of store.
- Responsible for setting up deliveries & pick-ups with clients and customers.
- Attends & participate in regular staff meetings.

Additional Responsibilities:

The Sales Associate may be asked to perform other similar duties as required or as needed.

- Assist customers with furniture purchases to their vehicles.
- Marketing ideas to increase sales and awareness out to the community.
- Picking up donations and garbage left outside store premises.
- Help load & unload trucks when necessary.

Job Qualification:

The successful candidate must possess:

- Good Customer service & communication skills.
- Be multi-tasks oriented & organized.
- Must be able to stand for long period of time.