

# **Thrift Shop Clerk**

*Revised September 1, 2020*

**Location:** Marion Gerrish Community Center, 39 West Broadway, Derry, NH 03038

**Employee Type:** Part Time; anticipated 18.5 hours/week; Tuesday – Friday 4-7pm AND Saturday 9am-4pm  
Hours may be adjusted based on the needs of the Thrift Shop.

**This position reports to:** Thrift Shop Manager

## **General Position Description:**

The Clerk's primary focus is processing the donations received at our busy Thrift Shop. This is a physically intense job that requires the ability to carry & move 50 lbs. The Clerk will work very closely with co-workers, Shift Supervisor, Manager and Assistant manager. The Clerk will receive donations & bring them to the back for processing. The Clerk will sort through donated items based upon quality and prepare them for sale in our Thrift Shop or for recycling. A knowledge of designer, store brands and previous retail experience is helpful. The Clerk will price items and put them onto the sales floor in the appropriate locations. The Thrift Shop Clerk assists in maintaining the store in a neat and orderly manner. When needed, the Thrift Shop Clerk operates the cash register in a professional manner, maintains proper money handling procedures and completes sales for our customers. The Thrift Shop Clerk will have excellent customer service skills, with a friendly and professional demeanor. Must be willing to take direction but able to think independently. Although this position reports directly to the Thrift Shop Manager, may also receive directives from the Assistant Thrift Shop Manager, Shift Supervisor and Executive Director.

## **Key Responsibilities Include:**

- Assist in bringing donations into proper holding area.
- Process donations by sorting items looking for wear, cleanliness, labels & value
- Price items appropriately as per training.
- Put prepared items onto the sales floor in appropriate locations
- Remove donated items that are inappropriate or not sellable.
- Maintain a clean and orderly sales floor.
- Welcome customers by greeting them as they arrive to the Thrift Shop.
- Thank customers for their donations and for shopping in our store.
- Answer inquiries regarding the Thrift Shop including hours and donations accepted.
- Assist cashier with bagging.
- Operate cash register if needed.
- Maintain security by following procedures for proper money handling.
- Assist with maintaining proper level of supplies for the Thrift Shop by notifying Manager.
- Contribute to team effort by effectively performing duties and communicating with coworkers.
- Willing to be interrupted, while performing required duties, to assist with Thrift Shop operations.
- Assist in cleaning all areas of the Thrift Shop including staff restroom, dressing room & work area.
- Other duties as assigned

**Additional Requirements, Knowledge, Skills, and Experience Include:**

- Clean criminal record with required completion of NH Criminal Records Release
- Solid interpersonal and communication skills and professional demeanor.
- Demonstrate careful attention to detail.
- Strong customer service orientation.
- Resourcefulness and initiative; ability to operate with minimal supervision.
- Ability to make change & correctly work with money
- Telephone skills
- Ability to prioritize and handle multiple projects simultaneously.
- Ability to lift & move 50 pounds

**Physical Requirement:**

While performing the duties of this job, the employee is regularly required to talk, hear and frequently stand; frequently walk; use hands and fingers; reach with hands and arms and lift/move up to 50 pounds. The employee is occasionally required to sit; climb or balance; stoop; and crouch.

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Employee Signature & Date

Executive Director Signature & Date