

JOB TITLE: Boutique Store Associate
DEPARTMENT: Resale Boutique
STATUS: Part Time (maximum 28 hours per week)
DATE: March 2021
REPORTS TO: Boutique Coordinator
SUPERVISES: None
PAY GRADE: D.O.E

SUMMARY: The Boutique Store Associate performs daily duties of processing donated items, customer service, cash handling. High energy and self-motivation is a must. Able to assist donors and customers with donated items to include loading and unloading vehicles. Mentors and guides volunteers. Ensure adherence to all policies and procedures. Ability to work as part of a team and take initiative independent of direct supervision.

QUALIFICATIONS: Retail experience preferred, excellent customer service skills a must, display merchandising of donated items.

ESSENTIAL FUNCTIONS:

- Open, operate and/or close store as scheduled. Process customer sales, credits, refunds, etc. making sure your cash and credit card payments match each daily report at the end and beginning of each shift.
- Ability to multi-task, while being attentive to customers and remaining flexible to the needs of the business.
- Sort & select for pricing of all donated merchandise, display merchandise in an eye catching and pleasing manner and assure that old goods are removed on a scheduled monthly rotation.
- Answer all incoming calls in a professional and efficient manner. Conduct follow up calls on an as needed basis for the VIP customer want list.
- Enthusiastic, friendly and energetic with a genuine desire to provide outstanding service.
- Available to work a variety of hours, which may include early mornings, afternoons and weekends.
- Achieve a high standard of customer service that ensures repeat and referral business.
- To assist Boutique manager & volunteers with duties with in the boutique.
- Ensure merchandising and associated housekeeping standards are continually maintained at an optimal level.

- Comply with all company policies & guidelines.
- Participate in all staff meeting's & training, as required.
- Understand and preform all procedures necessary to meet or exceed the weekly sales and production quota for the store.
- Educate our customers on the mission of Foothills Animal Rescue and what we are here for.
- Maintain acceptable attendance record.
- Follow all pricing and tagging guidelines written in the boutique store handbook.

CRITICAL DEMANDS:

Regular attendance is required and is an essential function of this job. S/he must be able to handle a high level of stress, stand for long periods of time and also be able to stoop, kneel, bend and reach. Must be able to lift and carry, pull and push at least 50 pounds. This person almost always works with and around others and only occasionally will work alone. The position requires repetitive motion involving the hands, wrists, elbows and shoulders. Good hearing and vision are necessary as well as the ability to talk loudly to project over sometimes very noisy animals. Other working conditions such as poor ventilation, heat, cold, sudden temperature changes, sometimes wet quarters, noise and animal odors.

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. For example, emergencies, changes in personnel, workload, rush jobs, or technological breakdowns or developments.