

JOB TITLE: Sales Staff Member
CLASS: Bargaining Unit
CATEGORY: Regular (after Probationary)
STATUS: 0.5-1.0 FTE, Hourly Wage, Non-Exempt
BENEFITS: Eligible *if* over 0.6 FTE
REPORTS TO: Retail Supervisor
LAST UPDATED: February 28, 2012



JOB SUMMARY:

This position's main area of responsibility is the high-volume, high-energy environment of the Free Geek Thrift Store. This position assists customers, executes transactions and creates a safe, welcoming and well-stocked retail experience. This position is represented by a union, and application for union membership is mandatory upon hire.

DETAILED RESPONSIBILITIES:

- Provide excellent customer service.
- Handle cash and credit sales.
- Operate the till, make sales, and close out till at the end of the day.
- Process customer returns and issue/redeem store credit per established policies and procedures.
- Process, price and shelve incoming products.
- Assist in the cleaning and maintenance of the store.
- Maximize income for Free Geek while not compromising Free Geek's culture or values.
- Perform opening and closing duties of the store.
- Answer customer questions and forward complaints through appropriate channels.
- Support all aspects of our Sales Department including Online Sales, Bulk Sales and Rentals.
- Effectively communicate store policies to customers.
- Provide a safe and welcoming retail environment to customers of all abilities/experience.
- Maintain current knowledge of market prices for store items and work to ensure pricing consistency among all staff and volunteers.
- Assist in the development of Thrift Store policies and procedures.
- Assist in the training of Thrift Store staff and volunteers.
- Keep abreast of relevant (and frequent) emails.
- Other duties as assigned.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to maintain a positive and professional attitude at all times in a sometimes chaotic environment.
- Availability during Free Geek hours of operations including morning and occasional evening

meetings as required.

- Previous retail or other sales/customer service.
- Basic knowledge of computer hardware.
- Ability to operate standard office software (word processing, spreadsheet, data entry).
- Proficiency with using e-mail and Internet.
- Aptitude for technical work.
- Experience working with volunteers.
- Excellent written and verbal communication skills.
- Self-motivated, organized and detail-oriented.
- Able to lift and carry up to 40 pounds on a regular basis.
- Ability to stand and perform data entry for extended periods.
- Ability to multi-task.
- Aptitude for and enjoyment of helping people.
- Fluency in spoken and written English.
- Good interpersonal skills.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Ability to remain flexible as Free Geek grows and changes.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- 2-4 years of retail or other sales/customer service.
- Fluency in another language besides English.
- Previous experience working or volunteering at Free Geek.
- Prior experience in technical work.