



Every pet deserves a good life. We save the most vulnerable animals and enrich the lives of pets and people. Our mission is made possible with the hard work of our valued employees. We offer a friendly, professional work environment with a culture that promotes innovation, compassion, and excellence.

Job Title: Store Associate

Department: Thrift Store

Position Status: Full-Time, Non-Exempt

Reports To: Thrift Store Manager

Schedule: Tuesday – Saturday (40 Hours per week)

Starting Pay: \$15.00 - \$17.00 per hour (Based on experience)

POSITION SUMMARY:

The Store Associate assists the Thrift Store Manager with conducting the daily operation of the BRHS Thrift Store in a constant changing environment. This includes: assisting with the daily flow of store merchandise; communicating and interacting with customers, volunteers, and donors; encouraging and supporting volunteers; facilitating a safe and healthy working and shopping environment for donors, customers, volunteers and staff.

DUTIES & RESPONSIBILITIES

Including but not limited to:

- Assist the Thrift Store Manager with the day-to-day operations of the thrift store, including on-time opening and closing.
- Supervise volunteers in accordance with BRHS's policies including assigning and directing volunteer work; providing regular, on-going feedback and appreciation; addressing complaints and resolving problems.
- Work cooperatively and congenially with volunteers of various ages and backgrounds, in a supervisory role.
- Ensure that all volunteers provide excellent customer service by greeting donors and customers and helping with questions regarding store operations, merchandise location and pricing.
- Provide service to customers which is professional, welcoming and efficient is provided by all staff and volunteers.
- Complete and submit all required paperwork in a timely and accurate manner.
- Complete deposits in a timely and accurate manner.
- Assist with accepting donations, sorting, tagging, pricing, and placing merchandise onto the sales floor if needed.
- Responsible for the general upkeep and appearance of the store. Report any problems, accidents, unsafe conditions or equipment trouble to the Store Manager and work collaboratively to resolve issues.

- Demonstrate creative thinking and ability to make both independent and collaborative decisions; show initiative, demonstrate a positive attitude to changes, suggestions, and feedback.
- Communicate effectively with customers, donors, volunteers and staff. Resolve complaints and forward unresolved complaints to the Store Manager.
- Demonstrate an understanding and commitment to the success of BRHS and its mission and is able to explain it accurately and with enthusiasm to donors, customers and volunteers.
- Understand and comply with all BRHS policies and procedures.

Work is evaluated by periodic checks for overall effectiveness and results achieved. Written evaluations are done at the end of the initial probationary and annually thereafter on the anniversary date. Operational guidelines are set forth by the Executive Director and presented in the Employee Handbook as well as in department Standard Operating Procedures.

QUALIFICATIONS, WORK ENVIRONMENT, & PHYSICAL DEMANDS:

To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma preferred
- Retail experience preferred
- Must share Blue Ridge Humane Society's commitment to animals
- Highly motivated and self-directed
- Ability to work with a diverse population and establish and maintain effective and harmonious working relationships with the public, donors, volunteers, staff and management in a respectful and courteous manner.
- Good judgment when dealing with the public, decision making, and dealing with confidential information.
- Ability to effectively handle difficult interpersonal situations, including tactfully handling of angry and upset individuals when necessary.
- Must be willing to work outdoors in varying temperatures and weather conditions.
- This position requires that the individual be able to stand, stoop, walk, crawl, kneel, crouch, and sit for periods of time. The ability to lift a minimum of 50lbs. and maneuver large, cumbersome objects. This individual may be working with potential biohazards related to animal exposure (airborne allergens, contact reactions) and may be exposed to animal diseases and/or diseased animals. Must be able to work safely with a variety of cleaning materials.
- Must love animals AND people!

Must be willing to give permission for a background check and a DMV report. Must possess a valid unrestricted driver's license with a driving record acceptable by Blue Ridge Humane Society's insurance carrier. May be asked to submit to drug testing during employment.

Blue Ridge Humane Society provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Blue Ridge Humane Society complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

On this date, I have received the above BRHS job position description. I have reviewed it and understand my responsibilities.

Employee Printed Name

Employee Signature

Date