

Project Safe, Inc.

## Job Description

**Position:** Thrift Store Associate

**Hours:** Mon-Sat, 10:00 am to 6:00 pm daytime, occasional Sundays 10:00a-5:00p

**Part-Time:** Up to 25 Hours, \$15/Hour

**Responsible To:** Thrift Store Manager

Project Safe, Inc.'s thrift stores are the only public locations for our organization and play a vital role in our mission of everyone feeling safe in their homes and relationships. Through public and private donations, the thrift store supports survivors' transition to safe independent living and works with numerous community stakeholders and organizations to effect positive change.

### **Responsibilities:**

- Ensure that Project Safe Thrift Store is open during scheduled hours
- Greet everyone who enters the store, offer assistance as needed, taking care that shoppers, donors, and volunteers feel welcomed and wanted
- Graciously receive donations at the store, ensure that donors have receipts and that donations are sorted and priced for sale
- Be able to explain how donations may be utilized to benefit clients or programs, and set aside donations earmarked for specific needs
- Ensure that clients with vouchers receive items at no cost
- Collaborate with the Shelter/Outreach Advocates to ensure that the appropriate items are reserved for clients as needed
- Ensure that cash registers are balanced and that errors are kept to a minimum
- Represent Project Safe well to the community, customers and partner agencies whether at the store or in social media posts as requested
- Answer business line and record messages, make referrals, and arrange weekday in-kind donation pickups at the direction of managers
- Ensure daily opening, closing, and cleaning procedures are followed

### **Necessary Skills and Qualifications:**

- Exemplary customer service
- Strong written and verbal communication skills to interact effectively with customers and team members
- Ability to work independently, including potentially being at the store alone for periods of time and/or leading groups of volunteers or interns
- Ability to stand for long periods of time
- Ability to climb steps

- Ability to lift occasional bulky items such as donations, large containers, household goods, and some furniture items without assistance, up to 50lbs
- Ability to assess the condition of donated goods across a range of categories for valuation and pricing
- Ability to maintain cordial, professional relationships with donors, including timely follow-up to all donation requests, as well as interns, volunteers, and other staff
- Ability to work some Saturdays and Sundays and possible weekend off-site events as necessary

### **Experience**

- Previous experience in retail sales or customer service is preferred but not required.
- Basic math skills for handling cash transactions and providing change.
- Familiarity with cash registers or POS systems is a plus.
- Ability to work in a fast-paced environment while maintaining attention to detail.

To apply please send resume and cover letter to Bridgette Roloff at [info@project-safe.org](mailto:info@project-safe.org)