



## Job Description

**Job Title:** Thrift Store Clerk (Clothing Sorter)  
**Department:** Thrift Store  
**Reports To:** Thrift Store Manager  
**FLSA Status:** Nonexempt – Full Time  
**Prepared Date:** 05/25/18

### General description of work:

The Thrift Store Clerk sorts through donated clothing, accessories and items appropriate for sale. This position is also responsible for setting-up displays, operating cash register, completing sales transactions, and assisting with overall Thrift Store operations as needed. Provides quality customer service to clients and volunteers. Works in a team environment, participates to integrate the vision, culture, and core values of the Long Beach Rescue Mission into the Thrift Store Team.

### Essential Functions:

- Cross trains and works in all areas of the store as needed.
- Operates cash register, assists with sales transactions and with the reconciliation of daily cash receipts.
- Answers phone and appropriately responds to clients.
- Organizes and maintains donation and storage areas throughout the day.
- Keeps work areas stocked with supplies and necessary equipment.
- Follows all safety guidelines to ensure a safe work environment.
- Ensures quality of inventory by adhering to merchandise standards and prevents damage to donated items.
- Quality control and oversight for all sorted items by volunteers and New Life Program members (NLPs)
- Ensures donation paperwork and donor receipts are completed, accurate, and secured.
- Participates in store special events and sales as scheduled.
- Builds positive donor relations by providing information, guidelines, support, and options for donations and other giving opportunities.
- Informs Thrift Store Manager of any client concerns or other issues that may affect the store.
- Promotes special events, programs, fundraising efforts, and giving opportunities.
- Actively supports employees, volunteers, and NLPs and promotes the development of skills related to the advancement of Mission and Thrift Store goals.
- Attends and participates in Mission training programs and meetings as assigned.
- Works cooperatively with other departments.
- Represents the Mission and Thrift Store in a professional and courteous manner at all times. Provides quality service to customers, volunteers, employees, and NLPs recognizing their individual contributions to the success of the organization.
- Other duties as assigned
- Must be open to periodic schedule changes.

### Knowledge, Skills, and Abilities Required:

- High School diploma or equivalent
- Must be able to lift and carry donated items weighing up to 50 lbs. with assistance
- Must be able to stand, walk, lift, and bend during hours of scheduled shift
- Effective communication and customer service skills
- Experience in a retail work setting preferred
- Two years experience of second-hand or thrift store operations
- Ability to work with a variety of people in a busy work environment
- Ability to initiate projects, must be comfortable delegating and overseeing volunteer work projects
- Cash register experience and ability to work with numbers.
- Bilingual Spanish a plus

**Personal Attributes and Values:**

- Have a personal relationship with the Lord Jesus Christ and a deep desire to serve Him
- Be a consistent witness for Jesus Christ
- Exhibits spiritual maturity as defined by evangelical biblical standards
- Has a heart of compassion and caring toward the homeless and hurting, and is passionate about ministering life transformation in a multi-ethnic urban ministry setting
- Demonstrates a courteous and Christ-like manner with internal and external partners
- Possesses and demonstrates excellent integrity

In any position with the Long Beach Rescue Mission, it is impossible to predict the many requests and assignments that can and will be made on an employee. This is the case with this position. Flexibility and a cooperate spirit are crucial characteristics of the person who holds this important position and for the successful operation of the Long Beach Rescue Mission services.

**Education and/or Certification:** High School diploma or equivalent.

**Supervisory Responsibilities and Relationships:** Works with New Life Program members as they perform work therapy assignments in the store. Helps program participants develop life skills such as responsibility, punctuality, and reliability. Also helps participants build confidence and gain stability through practical work experience.

Works closely with Program Coordinators on day-to-day basis; often works with Volunteer Program Supervisor and Senior Leadership staff as well. Reports to and is evaluated by the Thrift Store Manager.

**Requirement:** Long Beach Rescue Mission is a 501(c)(3) non profit, evangelical Christian Ministry; as such employees must share the Mission's Statement of Faith and Lifestyle, and adhere to the Mission's employee policy manual and guidelines set forth by the CEO.