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**Position Details**

**Job Title:** Thrift Store Key Holder

**Reports to**: Thrift Store Manager

**Status**: Part Time, Non-Exempt

**Pay Rate**: $17.50/hr

**Job Description**:

A thrift store key holder is responsible for opening and closing the store, coordinating activities of all workers during their shifts, and dealing with customer service issues. They are required to be able to function in and train for all positions that they oversee within the store. Responsible for addressing store needs including surplus and deficits of products and supplies.

**What** **you’ll do (just the basics)**:

* Provide customer service by greeting and assisting customers and responding to customer inquiries and complaints.
* Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
* Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
* Maintain an awareness of all product knowledge information, merchandise promotions, and advertisements.
* Instruct staff on how to handle difficult and complicated sales.
* Assist in training associates.
* Assign employees to specific duties
* Enforce safety, health, and security rules.
* Examine merchandise to ensure that it is correctly priced and displayed.
* Complete daily reconciling
* Assess new ways to organize the store to make room for more product and maximize use of space. Make plans for store moves and carry them out.
* Understand all aspects of receiving donations and coach staff to handle appropriately.

**Skills and Abilities:**

* **Performing for or Working Directly with the Public** — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores and receiving clients or guests.
* **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
* **Organizing, Planning, and Prioritizing Work** — Developing specific goals and plans to prioritize, organize, and accomplish your work.
* **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
* **Resolving Conflicts and Negotiating with Others** — Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
* **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time
* **Guiding, Directing, and Motivating Subordinates** — Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.
* **Coaching and Developing Others** — Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.
* **Handling and Moving Objects** — Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

**Knowledge:**

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction

**Sales and Marketing** — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, and sales techniques.

**Mathematics** — Knowledge of basic math including percentages and the ability to operate a calculator.

**POS System–** Ability to use and navigate front and back office of POS system, enter new users, troubleshoot issues with support techs.

**Computer –** Navigate word and excel with competency. Use Microsoft teams to share files with management.

**Email** – Be able to effectively and professionally communicate via email with supervisors, vendors, and other employees throughout the organization

**Requirements**:

A mature walk with Jesus Christ and able to articulate Biblical beliefs and their application within the context of the Fresno Mission. All employees of Fresno Mission are an integral part of the outreach ministry of a non-denominational, evangelical ministry sharing the gospel of Jesus Christ through transformational programs that provide food, shelter, clothing, education, job training and renewal of families to the poor and addicted. All employees are Christian missionaries and are required from time to time to participate in chapel services, outreach ministries, Bible Studies and prayer times. Due to the nature of these types of ministries, it is an absolute necessity that each employee possesses and maintain a Christian testimony of their faith and experience in Jesus. Must be in agreement with the Statement of Faith of the Fresno Mission.

**Application Process**:

Individuals interested in being considered for this position should email the following documents:

1. Letter of interest which includes a narrative detailing how you believe you qualify for this position.
2. An updated resume.
3. The names, email addresses, and phone number of three references.

**Please email all documents to** [**HR@fresnomission.org**](mailto:HR@fresnomission.org) No phone calls