



Thrift Store - Retail Worker Job Description

Department: Community Engagement & Social Enterprise
Branch: Social Enterprise
Location: 671 East Hastings, Vancouver
Reports to: Thrift Store Supervisor

Job Summary:

Facilitates excellent customer service through in-store product and special knowledge of advertising and promotions. Ensures successful sale of retail products to over-the-counter customers.

Main Duties and Responsibilities:

- Assist customers and answer all inquiries.
- Assist in display of merchandise and janitorial duties when required.
- Operate cash register, balance cash, and prepare documentation for credit card sales.
- Assist with in-store promotions and replenishing shelf stock.
- Alert Supervisor to all emergency problems with difficult patrons etc.
- Some janitorial duties such as cleaning change rooms, staff lunch room, sweeping floors, dusting display booths etc.
- Sort and rotate merchandise.
- Adhere to all UGM published policies, practices and procedures, including Occupational Health and Safety.
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- 2-5 years' experience in cashiering/retail clerk.
- Other combinations of lived experience and education may be considered.
- Good English skills (verbal, reading and writing).
- Basic computer skills (Excel, Word and Outlook).
- Must be able to lift 35lbs.
- Excellent customer service skills.
- High degree of comfort in a fast-paced environment.
- Background in second-hand clothing an asset.

Behavioural Competencies:

- **Adaptability/Flexibility (Level 1)**
Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Delivering Results (Level 1)**
Remain self-motivated and focused until the best possible results are achieved, with passion and persistence despite obstacles, resistance, and setbacks.
- **Diversity and Cultural Responsiveness (Level 1)**
Provide respectful, equitable, and effective services to diverse populations by affirming the value, worth, and dignity of all.
- **Planning and Organizing (Level 1)**

Identify and prioritize tasks, develop and implement plans, evaluate outcomes, and adjust activities to achieve objectives.

- **Self-Management (Level 2)**

Manage emotions and strong feelings while maintaining a calm and tactful demeanor under a broad range of challenging circumstances.

- **Teamwork and Cooperation (Level 2)**

Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus-building.

Working Conditions:

- **Work Location**

Work is generally performed indoors within a retail environment.

- **Physical Requirements**

The employee will spend 75% of the time standing. Employee is required to operate a cash register intermittently throughout the day, and to periodically look at a computer screen and use a keyboard. Duties require extended periods of standing and/ or walking. Duties require occasional periods of climbing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Must be able to lift up to 50lbs occasionally and up to 35lbs regularly.

- **Work Conditions**

Working environment is generally favorable. Lighting and temperature are adequate. Work is performed amid normal conditions of dust, odors, fumes, and noises. Employee is required to work with large sums of cash. This position is required to work in an environment often dealing with clients in crisis situations brought about by diverse problems.

- **Hours of Work**

Some weekend or evening work may be required. Moderate overtime may be required.

- **Hazards**

Job requires working with chemicals. Job requires frequent interaction with the public some of whom may be upset, abusive, and/or violent. Job requires working frequently in unhealthy conditions, including exposure to bodily fluids, lice and bedbugs. Employee is required to hear information about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.

- **Other**

Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities duties and skills required of personnel so classified.

Employee's Signature: _____

Name: _____ **Date:** _____

Supervisor's Signature: _____

Name: _____ **Date:** _____