



Fort Shafter Thrift Shop Sales Associate Job Description

Sales Associate shall:

- 1) Be familiar with the operations of the FSTS.
- 2) Perform additional duties as directed by the Manager.
- 3) Rotate, as assigned by the Manager and/or Assistant Manager, through the following locations:

Front of Shop:

- 1) Verify the cash register drawers each morning prior to opening, counting the amount of two-hundred dollars (\$200.00) for each cash register before placing the cash in the registers. In the event of the cash register drawer being over or short, the Manager will be notified and the discrepancy should be noted on the daily tally sheet.
- 2) Accept the item from the customer, remove the sales ticket, and verify the price. Scan or enter the tags into the point of sale (POS) software.
- 3) Organize hangers in the employee workspace, replace all hand baskets, consolidate the plastic bags, return unsold merchandise to the sales floor, and make sure the Cashier area is neat and ready for the next business day.
- 4) Verify the cash register drawers each afternoon after closing, counting the amount of two-hundred dollars (\$200.00) for each active cash register and complete a till account form and turn the balance over to the Manager.

Floor:

- 1) Assist customers with any inquiries.
- 2) Keep the store current and fresh by rotating stock and displays and ensuring merchandise is orderly and easily viewed.
- 3) Ensure merchandise is displayed and maintained to provide a safe and secure environment for customers and employees.
- 4) Stock the floor as needed from newly priced donations and donations in storage.

Back of Shop:

- 1) Collect items donated and merchandise left outside the shed, the donation bin, the front door area and side door area.
- 2) Manage all donated items during regular business hours.
- 3) Ensure the donation area is orderly, neat, and walkways are free of merchandise, debris, or other unsafe obstructions.
- 4) Manage the tagging of items, hang clothing, price all items, and display them in a timely manner.
- 5) Dispose of unusable items and clothing.
- 6) Set pricing of items according to established pricing guidance. Reduction of prices will be approved by the Manager.
- 7) Maintain organization and storage of all items in the Conex.

All Employees shall:

- 1) Maintain a pleasant, helpful, and positive demeanor with all colleagues, customers and volunteers.
- 2) Be knowledgeable in all areas of the Thrift Shop and the Hui to be able to answer customer questions and direct them to the right person.
- 3) Follow the schedule created by the Manager. Be at the FSTS thirty (30) minutes before the posted opening time and remain until all money has been secured in the safe at the close of business.
- 4) Ensure routine housekeeping duties are shared with other employees throughout the store and immediate exterior area of the shop as needed to include cleaning counters, vacuuming or



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sweeping, emptying trash and taking trash to the dumpster, cleaning doors, breakroom, refrigerator, etc. as needed.

- 5) Dress in appropriate casual work attire, including close toed shoes and non-revealing clothing. No spaghetti straps, excessively short shorts and skirts, clothing that exposes mid-drift, and must be free of offensive language or imagery. The Manager reserves all rights and final decisions to Employee attire.
- 6) Not use the FSTS as their personal business operation (i.e., purchasing low-priced items and reselling said items for a profit).
- 7) Receive an hourly wage or a monthly stipend as authorized by the FSTS Advisory Board. Employees may not volunteer at or for the FSTS.
- 8) Be bonded through the Bonding Insurance Policy.
- 9) Read and sign the SOP, Cash Handling Policy Statement, Job Description, and Code of Conduct.
- 10) Express no political affiliation, verbally, by their attire, or otherwise.
- 11) Receive free Associate membership to the Hui through the duration of their employment. Eligible employees may choose to pay for Active membership to retain voting rights.

I have read and understand the FSTS SOP and this Sales Associate Job Description.

Sales Associate Name

FSTS Manager Name

Sales Associate Signature

FSTS Manager Signature

Date

Date