



Job Description: Home Furnishings Team Member

Reports to & Supervised by: Store Managers, Assistant Managers, Lead Warehouse Associates, Lead Cashiers, Executive Director

Direct Subordinates: Volunteers

Summary:

Team members at the home furnishings store are responsible for loading & unloading donations, preparing items for display & sale, and processing customer transactions. They are instrumental in keeping up the appearance of the store and providing excellent customer service. It is essential that all employees are willing to work with various special needs populations. This position is 30 hours with potential to grow. Saturdays are mandatory. Holidays are as needed.

Essential Functions:

- Ensures timely, friendly and proper assistance to customers
- Safely and securely loads and unloads materials into/from our vehicles and from donors' vehicles
- Cleans and organizes the store and merchandise
- Assists in projects as assigned by leadership team members
- Maintains open and clear communication regarding any staff, customer or safety issues as soon as they arise
- Assists in training of relevant staff and volunteers
- Other duties as assigned or as situations require
- Participates in sales, social media, and marketing plan implementation
- Cross-trains at the home improvement store as opportunities arise
- Works with and trains volunteers

Requirements:

Ability to lift at least 30lbs, basic math skills, good oral communication skills, ability to interact with staff, customers and volunteers. Prior retail or customer service experience a plus. Previous experience in a home furnishings related field is also helpful, and/or a willingness to learn about the products we sell.

Revised - 6.2.21