



Clothes Closet Sales Associate - job description

Organization – The mission of the Community Action Center (CAC) is to promote a healthy, caring, and just community for all people through resources, advocacy, and volunteer effort. A community-based, non-profit, human services organization, the CAC provides and advocates for the basic needs of people and families throughout Rice County. Its services and programs create a robust safety net for low-income families. These services include food access, housing, employment services, clothing, emergency assistance, youth services, transportation, health care, and more. CAC provides a drop-in resource center where immediate response and support is available. Its thriving and abundant food shelves serve fresh, healthy, and culturally relevant food to thousands of individuals each year. CAC owns and operates multiple housing projects, spanning from emergency shelter to permanent supportive housing. These housing programs include ongoing intensive case management services with tenants. Partnerships with local employers allow CAC to connect individuals to job opportunities and enhance job skills. Additionally, CAC's retail clothing store provides the entire community access to affordable clothing.

Currently, CAC is looking for a **Sales Associate** to help support the operation of the Clothes Closet thrift store in downtown Northfield.

Job Title: Clothes Closet Sales Associate

Reports to: Clothes Closet Manager

FLSA Status: Hourly, non-exempt

Compensation: \$15 per hour

Hour Status: 10-20 hours/week

Job Summary: The position of **Sales Associate** will support the day-to-day operation of the clothing thrift store, provide high quality customer service to all shoppers, volunteers, and staff, and collaborate to foster an organizational culture of a community-based, person-centered, and trauma-responsive environment.

Primary Job Responsibilities: CAC's success depends on the ability of its staff and volunteers to adjust and adapt as they dynamically meet the needs of the community. Job responsibilities include but are not limited to:

Receiving, Sorting & Pricing Workstation

- Donor Relations - greet donors courteously and receive donated goods with care, issue receipts as requested, communicate effectively about donations the store is able to receive, refer as needed
- Product Management - thoroughly inspect for quality and maintain organizational systems in the receiving area
- Answer Clothes Closet phone line and provide excellent customer services to community members seeking clothing services, wishing to donate items, or volunteer their time



Sales Floor and Cashier Workstation

- Assist customers in locating and/or selecting merchandise
- Process sales transactions, fold and bag merchandise, and thank customers for supporting Community Action Center's programs
- Accurately operate the cash register and follow proper procedures regarding voids, cash, checks, credit cards, etc.
- Remain professional in stressful situations and ask for assistance from coworkers or supervisor when needed
- Refer customer complaints or inquiries to management
- Maintain a neat and orderly sales floor

All Workstations

- Attend Clothes Closet staff meetings and training sessions as scheduled
- Follow daily opening and closing cleaning and maintenance protocol, including dusting, vacuuming, sweeping, and more
- Offer support and assistance to volunteers on a variety of tasks
- Communicate effectively and professionally with team members
- Immediately report all incidents of theft (both internal and external) to management

Customer Service and Community Engagement - CAC strives to be a trauma-responsive organization. Along with recognizing the effects that trauma has on individuals, families, and our society as a whole, the CAC aims to reduce the impact of trauma on the lives that the organization touches. Being trauma responsive means believing that people can adapt, heal, and even grow from traumatic experiences. Post-traumatic growth happens when individuals feel safe, connected and in control—over the course of many interpersonal interactions in a variety of settings. Responding to the community in a trauma responsive way is critical to the success of this position and to the mission of the CAC.

- Demonstrate commitment to the agency's mission "to promote a healthy, caring, and just community for all people through resources, advocacy, and volunteer effort."
- Provide a welcoming environment for all

Qualifications: CAC is committed to finding the right person for the position, ideal candidates will possess many of the following qualities:

- Bilingual in English and Spanish, preferred but not required
- Experience working alongside diverse populations
- Demonstrate excellent critical thinking skills
- Ability to perform basic mathematical equations
- Ability to follow instructions and adhere to policy
- Comfortable with technology, including iPad
- Flexibility to work scheduled weekends
- Ability to pass all required background and MVR checks



Work Environment and Physical Demands: ability to be on your feet most of the shift except for breaks and lunch. Reasonable accommodations may be made for individuals with disabilities to perform the essential functions.

- While performing the duties of this job the employee is regularly required to walk, stand, climb stairs, bend, kneel, sit on the floor, use hands to write, type, use computers, and lift up to 40 lbs.
- Employees are subject to a minimal noise level.

Compensation – The position is designed as a part-time, 10-20 hour/week, non-exempt position. Starting hourly wage will depend on experience and qualifications, with a starting rate of \$15/hour. CAC offers flexible work arrangements, professional development opportunities, and a chance to creatively build and implement innovative ideas.

Equal Opportunity – CAC is an equal opportunity organization. CAC believes that the most efficient and effective workplaces include employees from diverse backgrounds. We strive to create a work environment where all employees and individuals, regardless of race, creed, color, religion, sex, national origin, age, marital status, political affiliation, sexual orientation, gender identity, disability, public assistance status or veteran status, can succeed and make an impact in the community.

Application and Hiring Process – CAC will be interviewing on a rolling basis until the position is filled. Interested candidates should **apply in person** at the Clothes Closet during regular business hours, 10am - 5pm Monday-Saturday. For more information, contact CAC's Clothes Closet Manager, Mary Laurel True at #507-645-1389.