

Community Action Center

Clothes Closet Sales Associate

Organization: Community Action Center (CAC) is a community-based, non-profit, human services organization that provides and advocates for the basic needs of people and families throughout Rice County. Its programs create a robust safety net for low-income families and include food access, housing, employment services, clothing, emergency assistance, youth services, transportation, health care assistance, and more.

CAC provides drop-in resource centers where immediate response and support are available, and its thriving and abundant food shelves serve fresh, healthy, and culturally relevant food to thousands of households each year. CAC also owns and operates multiple housing projects, spanning from emergency shelter to workforce housing. Partnerships with local employers allow CAC to connect individuals to job opportunities and enhance job skills, while CAC's retail clothing store provides the entire community with access to affordable clothing.

Mission & Values: CAC's mission is to promote a healthy, caring, and just community for all people through resources, advocacy, and volunteer effort. To that end, CAC strives to be a trauma-responsive organization, providing services that embody the idea that people can adapt, heal, and even grow from traumatic experiences. Recognizing the effects that trauma has on individuals, families, and our society as a whole, CAC aims to reduce the impact of trauma on the lives that the organization touches by helping individuals to feel safe, connected and in control—over the course of many interpersonal interactions and in a variety of welcoming 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.

CAC's resources and staff are integral parts of their communities and include partnerships with schools, businesses, faith communities, and other organizations. This extensive local network allows CAC to pursue community-engaged solutions, prioritize partnerships, and collaborate with thousands of volunteers. Currently, CAC is looking for a **Clothes Closet Sales Associate** to help support the community-responsive work of CAC.

Job Title: Clothes Closet Sales Associate

Reports to: Clothes Closet Manager

FLSA Status: Hourly, non-exempt

Compensation: \$15 per hour

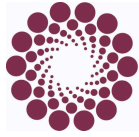
Hour Status: 10-20 hours/week

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



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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

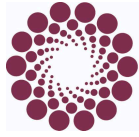
General Responsibilities:

- Demonstrate commitment to the agency's mission: "To promote a healthy, caring, and just community for all people through resources, advocacy and volunteer effort."
- Employ trauma-responsive, person-centered care practices to create a safe and healing space, build relationships, foster agency and invest in the long-term wellbeing of participants
- Utilize crisis intervention and conflict resolution skills to support individuals and families in need
- Follow all mandated reporting laws for vulnerable adults as well as child abuse and neglect
- Attend and actively participate in regularly scheduled organization and team meetings and trainings

Work Environment and Physical Demands: ability to be on your feet most of the shift except for breaks and lunch. While performing the duties of this job the employee is regularly required to walk, stand, bend, kneel, use hands to write, use computers, and lift up to 40 lbs. Employees are subject to a minimal noise level.

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 point of sales system
- Flexibility to work scheduled weekends
- This offer is contingent on the successful completion of a full background check



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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.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Application and Hiring Process: CAC will be interviewing on a rolling basis until the position is filled. Interested candidates can **apply in person** at Clothes Closet, during regular business hours, 10am - 5pm Tuesday-Saturday. You can also contact CAC's Clothes Closet Manager, Jeanne Hatle by email or phone at hatle.jeanne@communityactioncenter.org or #507-645-1389.