



# **CAPTAIN**

Community Human Services

**Job Title:** CAPTAIN's Treasures Sales Associate (Per Diem, Non-Exempt)

**Program:** CAPTAIN's Treasures

**Job Category:** Associate

Provides program, clerical or janitorial support to Directors or Managers. Duties will be program specific and may include filing, answering phones, recording and inputting data, working with clients/customers, stocking shelves, accepting payments by cash, check or credit card, cleaning.

**Hiring Range:** \$10.50 - \$14.87/hour

**Reports to:** CAPTAIN's Treasures Manager

**Job Summary:** Sales Associates at CAPTAIN's Treasures next-to-new shop help to ensure a positive cash flow to support the programs of CAPTAIN Youth and Family Services. This position is responsible for the day-to-day operations of the Shop and providing a positive customer experience.

**Duties and Responsibilities:**

- Accept, sort, price, tag and display donated merchandise. Provide receipts to donors.
- Perform cashier function, tally receipts and make deposits at the bank.
- Provide exceptional customer service to all customers and donors.
- Perform light cleaning duties such as dusting, vacuuming, straightening stock, etc.
- Work with volunteers to ensure a fulfilling volunteer experience.
- Provide direct support to the Family Development program by honoring vouchers and ensuring that all program participants are treated with dignity and respect.
- Apprise Shop Manager of any and all incidents on a routine basis.
- Perform other related work as assigned by the Shop Manager.

**REQUIRED SKILLS:**

- Above average verbal communication and customer service skills.
- Positive, "can-do" attitude coupled with strong work ethic.
- Self-starter requiring limited supervision.
- Ability to work in a team setting and accept constructive criticism.
- Excellent organizational and interpersonal skills, flexibility and initiative.

**QUALIFICATIONS:**

- High school diploma or equivalency.
- A minimum of one year of retail experience preferred.
- Must be able to lift and carry twenty pounds.

**EMPLOYER DISCLAIMER:**

- Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their direct supervisor.
- This job description does not create an employment contract, implied or other than an “at will” employment relationship.

Updated 3/2015

P:\Human Resources\Job Descriptions New, Old\New Job Descriptions