

Finger Lakes ReUse Inc.
Staff Position Description – Summary and Qualifications

Job Title: Retail Assistant

POSITION SUMMARY:

Through Finger Lakes ReUse's shared values of positivity, resourcefulness, safety and respect, the Retail Assistant is responsible for carrying out all aspects of retail operations, including these 5 key tasks:

- Deliver excellent customer service, creating positive interactions with customers and donors.
- Support Department Specialists in the sorting, pricing and merchandising of product.
- Maintain donation intake area.
- Load, unload and move furniture, building materials and other heavy merchandise.
- Contribute to positive working relationships by supporting all coworkers, including fellow staff, volunteers and trainees.

REQUIRED QUALIFICATIONS:

- Ability to lift and move up to 50 pounds through the workday, following safe lifting practices.
- Ability to work and problem solve independently without direct supervision.
- Ability to communicate in a positive, friendly and helpful manner with customers, donors, coworkers, volunteers and trainees.
- Ability to conduct sales transactions, use computerized cash register software with keyboards and mouse.
- Ability to legibly write in and complete forms, perform basic arithmetic, and follow written and verbal instructions.
- Ability to remain in one station for 2-3 hours at a time.
- Ability to load/unload gaylords and other equipment used for transporting product.
- Ability to move about the work place amongst shelving, to assist customers, handle merchandise on high and low shelves etc.
- Basic computer literacy
- Minimum education not required.

PREFERRED QUALIFICATIONS:

- Supervisory/management experience
- General knowledge of clothing and other textiles, including fabric types, brands and resale value
- Demonstrated proficiency in merchandising clothing and other household goods.
- Ability to work in an environment containing a higher than average amount of household allergen (i.e. dust and pet dander)

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPENSATION:

Finger Lakes ReUse is a Tompkins County Certified Living Wage Employer and an Equal Opportunity Employer. Finger Lakes ReUse offers competitive compensation, health benefits, flexible work policies, and a collaborative work environment. We provide professional development opportunities and promote from within. As a result, you will find a culture that supports and inspires both professional and personal development.

ABOUT US:

Finger Lakes ReUse is a 501(c)(3) non-profit organization with a triple-bottom line mission to enhance community, economy and environment through reuse. We work to engage all people in reuse activities and to serve as a model organization for other communities, contributing to local poverty relief, waste reduction and providing meaningful work opportunities at all skill levels. Finger Lakes ReUse operates two Community ReUse Centers in the Ithaca area: Triphammer ReUse Center at 2255 N Triphammer Rd. and Ithaca ReUse Center at 214 Elmira Rd. Both Centers feature quality household items, furniture, refurbished electronics and more at affordable prices. Purchases help support community programs including the ReSET job skills training program, eCenter computer refurbishment and repair program and the ReUse Community Fund, providing materials to local people facing crisis.

Please email letter of interest and resume to: jobs@fingerlakesreuse.org **or mail to:** Finger Lakes ReUse, Inc., 214 Elmira Rd., Ithaca, NY 14850. Full job description available at <http://ithacareuse.org/employment/>

APPLICATION CLOSING DATE: Applications will be accepted until the positions are filled; for priority consideration, please submit application by March 23rd, 2019.



Finger Lakes ReUse Inc.
Staff Position Description – Responsibilities and Essential Functions

This job description is subject to change at any time

Job Title: Retail Assistant	Reports to: Retail Manager Supervisors: Retail Manager and Managers On Duty
<p><u>Retail Responsibilities</u></p> <ul style="list-style-type: none"> • Accurately and professionally perform cash register sales. • Maintain an attractive, organized, safe and clean retail environment. • Assist customers with navigating the website and filling out electronic forms. • Assist customers with loading of purchases. • Receive computers brought in for service and assist with checking out serviced computers, following proper procedures. • Related duties as assigned. 	40%
<p><u>Donation Intake Responsibilities</u></p> <ul style="list-style-type: none"> • Accurately and professionally receive donations, following proper procedures and screening donations according to organization guidelines. • Assist donors with the unloading of donated goods. • Sort incoming donations into specified categories by department, type and size. • Maintain an attractive, organized, safe and clean donations intake environment. • Related duties as assigned. 	40%
<p><u>Pricing/Merchandising Support Responsibilities</u></p> <ul style="list-style-type: none"> • Sort incoming product to specifications set by Department Specialists. • Price incoming product under the supervision of Department Specialists. • Stock and merchandise priced product. 	20%
<p><u>ReUse Center Responsibilities</u></p> <ul style="list-style-type: none"> • Learn, understand, and maintain evolving systems and procedures for a friendly, professional, safe, and clean store environment. • Model safe work practices and adhere to all safety policies, using proper personal protective equipment as required and reporting unsafe working conditions to supervisor. • Participate in regular staff meetings and maintain knowledge of all programs. • Adhere to the set schedule to ensure proper coverage and staffing, providing proper notice for time off and finding coverage for last minute absences. • Contribute to positive working relationships by providing exemplary customer service and willingness to support coworkers, volunteers and trainees. 	Applies to all Duties
<p><u>Relational Skills</u></p> <ul style="list-style-type: none"> • Deliver excellent customer and donor service and support. Answer customer questions and respond to phone queries promptly and courteously. • Support FLR staff by communicating effectively, offering assistance and providing great teamwork. • Ensure program outreach to diverse audiences, appreciate and embrace diversity in all interactions with program participants, staff, volunteers and the public. • Demonstrate commitment to and practice of the mission of Finger Lakes ReUse. 	Applies to all Duties