



## Telluride Sit...Stay...Shop!

### Sales Associate Job Description

**Position Title:** Sales Associate

**Reports to:** Telluride Shop Manager

**Location:** Telluride, CO

**Type:** Full-time (32 to 36 hours per week), non-exempt

**Hours:** 11 am to 7 pm, Thursday to Sunday

**Position Objective:** The objective of the Sales Associate is to provide excellent customer service and to support the mission of Second Chance Humane Society (SCHS): “Connecting pets, people, and community while saving lives”.

**Summary:** The Sales Associate adheres to employee policies and shop procedures as outlined in the employee and shop manuals and is responsible for assisting customers with purchases, operating the cash register, and sorting, pricing, and stocking merchandise. Under the direct supervision of the Telluride Shop Manager, the Associate performs sales floor duties as assigned, including maintaining the safety and cleanliness of the store. The Associate is also responsible for greeting donors and assisting them with loading and unloading donations.

### **Duties and Responsibilities:**

#### **Customer Service and Staff Relations**

- Represent SCHS in a professional and courteous manner at all times.
- Provide quality and courteous service, in person and via phone and email to customers, volunteers, donors, and co-workers, recognizing their contribution to the success of SCHS.
- Build positive donor relations by providing information, guidelines, tax receipts and support according to Shop Procedures.
- Gratefully accept or politely decline donations in accordance with Shop policies
- Inform the Telluride Shop Manager of any customer concerns or issues that may impact the shop or SCHS.
- Promote special events, programs, adoptions, fundraising, volunteer and donation opportunities to all patrons
- Actively support co-workers and volunteers and promote their professional development.
- Attend staff meetings and training programs as required

- Understand and comply with the Employee Manual
- Fully understand the mission, programs, and services of SCHS and be able to articulate them to the public
- Be familiar with the SCHS website
- Assist with special events (donor parties, adoption days, vaccine clinics) at the Telluride Shop as needed
- Work with development staff to promote the Telluride Shop on social media platforms

### **Cash Register and Shop Operations**

- Perform all aspects of cash register operations including sales transactions, register maintenance, complete holds, and bag merchandise for shoppers.
- Complete accurate cash reconciliation at the end of shift in accordance with shop procedures.
- Maintain cleanliness and tidiness of the shop, ensuring racks and shelves are stocked appropriately, neatly and attractively
- Maintain a clean and clutter free work area, ensuring the area is stocked with necessary supplies
- Work with Shop Manager to plan and execute discounted sales events
- Assist with loading and unloading donations from donors.
- Handle all donations with care and donors with respect and courtesy.
- Sort, price and stock donated goods and assist in maintaining seasonal merchandise stock.
- Handle merchandise as directed, always maintaining proper categories and colonization.
- Monitor the security of the store and the grounds.
- Perform other duties as assigned.

### **Department Coordination:**

- Follow pricing guidelines for departments based on quality, condition, brand, market value, and space availability.
- Follow established sorting criteria for each department.
- Ensure the attractive display of merchandise and regularly monitor departments for neatness and attractiveness.
- Follow monthly tag rotation and assist in determining monthly sale tag colors.
- Assist and follow guidelines for seasonal department rotation and the storage of off-season merchandise.
- Minimize storage costs by reusing plastic bags for storage of off-season items.
- Maintain pricing equipment and materials and notify the manager in a timely manner when supplies need to be ordered.
- With the assistance of the Shop Manager and working with other staff, identify items that are appropriate for sale or auction off-site (eBay, etc.)
- Assist in the regular rotation of merchandise and determine items to be discounted.
- Assist in routinely evaluating items that do or do not sell well.

## **Safety**

- Follow workplace safety guidelines to ensure a safe work and shopping environment
- Immediately address safety concerns that could put an employee, volunteer, customer, donor, animal or the organization at risk.
- Immediately report theft, customer complaints, injuries, and any unsafe equipment or conditions to management.

## **Knowledge, Skills, and Abilities:**

- Demonstrates excellent customer service skills and ability to work with a wide variety of people.
- Is able to undertake all physical requirements including but not limited to lifting up to 50 lbs., bending, squatting, pushing, pulling, and standing during an 8-hour workday.
- Competent in a fast-paced environment and knows how to prioritize tasks.
- Is self-directed and motivated.
- Has good oral communication skills.
- Has basic computer and math skills.
- Can comprehend and follow directions.
- Knowledge, experience or interest in second-hand merchandise, antiques, and collectibles helpful
- Interest in fashion and knowledge of current trends and local market

## **Education and Experience:**

- High School Diploma or equivalent
- Previous experience in retail and cash register operation preferred
- Available to work a flexible schedule, including weekends

## **Compensation and Benefits:**

- \$25/hour
- Two weeks PTO
- 10 paid holidays
- Telluride Ski pass

## **Equal Opportunity Employer:**

Second Chance policy is to afford equal employment opportunities to all persons regardless of race, creed, color, religion, gender, national, social, or ethnic origin, age, physical condition, marital status, disability, veteran status, or sexual orientation.

**To apply** please send your resume, cover letter, and contact information for three professional references to:

**[lynda@adoptmountainpets.org](mailto:lynda@adoptmountainpets.org)**