



Job Description
Thrift Store Customer Service Assistant II

Job Title: Thrift Store Customer Service Assistant II

Supervisors: Thrift Store Manager

Classification: Hourly/Part Time/Non Exempt

Pay Rate: \$11.50 to \$13.00

Physical Demands: Individuals will frequently be required to speak publicly, stand, walk, sit, hear, lift and carry 40 pounds.

Occupational Disclaimer: This position may come in direct contact with animals and will be exposed to animal related smells and sounds.

Minimum Qualifications:

- ✓ Must have 1-year customer service/retail work experience
- ✓ Must have intermediate public speaking skills
- ✓ Must have intermediate written and oral skills
- ✓ Must have intermediate computer skills
- ✓ Must demonstrate professionalism, courtesy, tact and sound judgment
- ✓ Must have a valid and clean Washington State driver's license and current automobile insurance
- ✓ Must be able to pass an employment background check and drug screening

Specific Duties:

- ❖ To assist the Thrift Store Management in establishing and maintaining the thrift store policies and procedures, as well as, learn and follow the Humane Society's policies and procedures and city, county and state requirements in regards to retail sales
- ❖ To promote a positive image of the Humane Society through positive public relations
- ❖ To establish and maintain effective and cooperative working relationships with staff members
- ❖ To assist the Thrift Store Management in overseeing the day-to-day operations of the thrift store
- ❖ To assist the Thrift Store Management in with merchandise booth rental vendors
- ❖ To assist the Thrift Store Management in training the thrift store volunteers
- ❖ To assist the Thrift Store Management in accepting, sorting and pricing donations for resale according to Humane Society policy
- ❖ To assist customers with phone inquires
- ❖ To assist the Thrift Store Management in maintaining proper inventories of retail merchandise in the thrift store
- ❖ To assist the Thrift Store Management in maintaining records of thrift store department sales
- ❖ To assist the Thrift Store Management in preparing a monthly departmental report for the Executive Director
- ❖ To perform other reasonable duties time to time, as assigned by the Director of Retail Services/Thrift Store Manager or the Executive Director

Auburn Valley Humane Society Mission Statement

The Auburn Valley Humane Society enriches the lives of companion animals and people through animal sheltering, programs, services and community engagement.