



### Job Description

#### **Thrift Store Customer Service Assistant II**

**Job Title:** Thrift Store Customer Service Assistant II

**Supervisors:** Thrift Store Manager

**Classification:** Hourly – Part Time

**Pay Rate:** \$10.00 to \$11.00

**Work Schedule:** Wednesday, Thursday & Friday 10-6

**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, Thrift Store Assistant Manager or the Executive Director

#### *Auburn Valley Humane Society Mission Statement*

*The Auburn Valley Humane Society is dedicated to providing shelter, quality care and love for all the lost, mistreated and abandoned animals in Auburn. AVHS utilizes all available resources to ensure each animal is placed into a loving and forever home and promotes responsible pet ownership through education and outreach.*