**Lifelong Thrift Stores (LTS1) Sales Floor Associate (Full Time)**

**Definition:**

Lifelong Thrift is a non-profit thrift store that raises funds for Lifelong, through selling donated goods and accepting monetary donations from the public.

Lifelong is the leading community health organization serving people with chronic diseases, including HIV/AIDS in Washington State.

**Job Description:**

The Sales Floor Associate is responsible for maintaining outstanding customer service, generating sales, supporting the mission of Lifelong and supporting the store management team. This position also is charged with maintaining the cleanliness and order of the store’s facilities for safety, customer service, and security. Lifelong Thrift utilizes dozens of volunteers weekly and this associate works alongside those volunteers and plays a role in the retention, and appreciation of these volunteers. The Sales Floor Associate reports to the Leads, Assistant Manager, and the Executive Director. This is a full time, non-exempt, regular position. All new hires will be subject to a three month introductory period.

**Core Responsibilities:**

* Ensure each customer and donor receives outstanding service; including but not limited to: greeting customers, answering the phone in a professional manner, and approaching customers on the sales floor.
* Maintain awareness of all promotions or store events
* Effectively educates customers about Lifelong, donation procedures, and volunteer recruitment
* Executes daily operational, day to day goals and priorities assigned by the person in-charge
* Assist in the training and development of volunteers
* Uphold merchandising and store cleanliness standards
* Responsive to safety issues
* Proactively addresses shoplifting concerns in the store according to store standards and expectations
* Assist in taking donations from customers when needed
* Answer customers’ questions and provide information on procedures and policies
* Performs the position with integrity, compassion and accountability
* Attends meetings on a regular basis
* Operates cash register with accuracy
* Maintains adherence to all company policies

**Qualifications:**

* High School Diploma or equivalent
* Two or more years of retail or resale experience
* Able to organize, prioritize multiple projects and meet deadlines in a time sensitive environment
* Exhibits excellent customer service skills while answering the phone
* Detail oriented with a high level of accuracy
* Possess and understanding of professional boundaries
* Proven ability to work independently and in a collaborative team environment
* Ability to respond quickly to change
* Ability to develop good working relationships with internal and external customers
* Demonstrated ability to work effectively under stressful conditions
* Ability to lift up to 50 lbs and walk up one flight of stairs
* Ability to occasionally work a flexible schedule that will include evenings and weekends
* Effective communicator

**Lifelong Thrift Stores (LTS1) Donation Attendant (Full Time)**

**Definition:**

Lifelong Thrift is a non-profit thrift store that raises funds for Lifelong, through selling donated goods and accepting monetary donations from the public.

Lifelong is the leading community health organization serving people with chronic diseases, including HIV/AIDS in Washington State.

**Job Description:**

The Donation Attendant is responsible for pricing and stocking merchandise while maintaining outstanding customer service, generating sales, supporting the mission of Lifelong and supporting the store management team. This position also is charged with maintaining the cleanliness and order of the store’s facilities for safety and security. Lifelong Thrift utilizes dozens of volunteers weekly and this associate works alongside those volunteers and plays a role in the retention, and appreciation of these volunteers. The Donation Attendant reports to the Leads, Assistant Manager, and the Executive Director. This is a full time, non-exempt, regular position. All new hires will be subject to a three month introductory period.

**Core Responsibilities:**

* Ensure each customer and donor receives outstanding service; including but limited to: greeting customers, answering the phone in a professional manner, and approaching customers on the sales floor.
* Maintain awareness of all promotions or store events
* Effectively educates customers about Lifelong, donation procedures, policies and procedures, and volunteer recruitment
* Execute daily operational, day to day goals and priorities assigned by the or person in-charge
* Utilizes price guides and/or supervisor’s direction to price consistently and accurately
* Assist in the training and development of volunteers
* Uphold merchandising and store cleanliness standards
* Responsive to safety issues
* Proactively addresses shoplifting concerns in the store according to store standards and expectations
* Assist in taking donations from customers when needed
* Performs the position with integrity, compassion and accountability
* Attends meetings on a regular basis
* Maintains adherence to all company policies

**Qualifications:**

* High School Diploma or equivalent
* Two or more years of retail or resale experience
* Able to organize, prioritize multiple projects and meet deadlines in a time sensitive environment
* Detail oriented with a high level of accuracy
* Possess an understanding of professional boundaries
* Proven ability to work independently and in a collaborative team environment
* Ability to respond quickly to change
* Ability to develop good working relationships with internal and external customers
* Demonstrated ability to work effectively under stressful conditions
* Ability to lift up to 50 lbs and walk up one flight of stairs
* Ability to occasionally work a flexible schedule that will include evenings and weekends
* Effective communicator