



Position: Bilingual Thrift Shop Associate (full-time)

Job Summary: The NFCC Thrift Shop Associate is the primary provider of customer service in the Thrift Shop. They are responsible for all cash register and client clothing program transactions. They must balance their registers/POS at the end of each day and keep the merchandise in the store neat, clean, and organized. The role requires a friendly and customer-focused demeanor; all shoppers must be treated with dignity and compassion.

Job Responsibilities:

- Welcomes shoppers and provides assistance with merchandise needs.
- Checks customer out and manages the sales transactions on POS system for cash, credit, cashless and debit cards.
- Assist clients with the NFCC Family Choice Program.
- Shares product knowledge with shoppers to increase sales.
- Assists with Donor Operations including receiving, sorting and stocking merchandise.
- Keeps all areas of the sales floor neat, clean, and organized.
- Responds to customers' questions.
- Seeks management assistance for pricing or other conflicts.
- Responsible for reconciling their cash register at the end of the shift and ensure that all receipts and records are kept properly.
- Always maintains security and control of the cash register areas.
- Alerts management of potential security issues.
- May work with volunteers.
- Other duties as assigned by management.

Job Qualifications and Experience:

- High School Degree preferred but not required
- Must have the ability to do simple math
- Must have excellent interpersonal communication skills.
- Must have excellent customer service skills.
- Must be able to operate a cash register.
- Must have the ability to understand and work the NFCC computer systems.
- Ability to work evenings, weekends and holidays.
- Spanish speaking required

Interested parties should email Tina Adams, Thrift Shop Manager, at tadams@nfcchelp.org.