



Bilingual Donor Operations Associate/Thrift Shop Cashier

Job Summary: The Donor Operations Associate I-A is a key team member who helps in the donation process. The Associate will primarily work at the Donor Door/Production area of the Thrift Shop. They are responsible for sorting and preparing merchandise for the sales floor. They will work with other staff, volunteers and community service. This position is the face of NFCC so they are expected provide excellent customer service and treat each donor with a professional and friendly demeanor. This position is also responsible for all cash register and client clothing program transactions. They must balance their registers/POS at the end of each day. Also helps keep the merchandise in the store neat, clean, and organized.

Job Responsibilities:

- Sort, clean and price product to be ready for sale.
- Work with volunteer groups, regular volunteers and Community Service to process product to be placed on the sales floor.
- Help train new volunteers and Community Service workers.
- Assist the team on the sales floor as needed.
- May assist with facility maintenance tasks.
- Welcome shoppers and provide assistance with merchandise needs.
- Check customers out and manage the sales transactions on POS system for cash, credit, cashless and debit cards.
- Assist clients with the NFCC Family Choice Program.
- Other duties as assigned by management.

Job Requirements:

- High School Degree or equivalent preferred.
- Prior customer service preferred, but not required.
- Prior sorting and organizing merchandise preferred, but not required.
- Ability to do perform low to moderate facility maintenance tasks.
- Strong verbal communication skills.
- Excellent customer service skills.
- Ability to work weekends and holidays.
- Criminal background check clearance.
- Negative drug test screening.

Job Competencies:

- **Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- **Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- **Teamwork** - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- **Dependability** - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is performed both indoors and outdoors in extreme hot and cold conditions. Must have the ability to work in extreme temperatures, ability to lift up to 50lbs and or use lift aid, ability to push and pull items and be able to stand for up to 8 hours.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.

All inquiries and resumes should be sent to mjallad@nfcchelp.org

