



GREAT CAREERS START HERE!

Are you interested in becoming a valued member of an award-winning team of professionals who are dedicated to helping ease hardship & foster financial stability in our community? We'd love to hear from you! Apply today for the part-time Thrift Shop Associate position by sending your resume to: jobs@nfcchelp.org

Job Summary: The NFCC Thrift Shop Associates are the primary providers 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. They also help keep the merchandise in the store neat, clean, and organized. The role requires a friendly and customer-focused demeanor where all shoppers are treated with dignity and compassion.

Job Duties and Responsibilities:

- 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.
- Share product knowledge with shoppers to increase sales.
- Assist with Donor Operations including receiving, sorting and stocking merchandise.
- Keep all areas of the sales floor neat, clean, and organized.
- Respond to customers' questions.
- Seek management assistance for pricing or other conflicts.
- Responsible for reconciling their cash register at the end of the shift and ensuring all receipts and records are kept properly.
- Maintain security and control of the cash register areas at all times.
- Alert management of potential security issues.
- May work with volunteers.
- Other duties as assigned by management.

Required Skills and Abilities:

- 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 is preferred but not required.

Education and Experience: High School Degree preferred but not required. Must have the ability to do simple math.

Supervisory Responsibilities: None

If this sounds like the role for you, we'd love to meet you! Please submit your resume to jobs@nfcchelp.org.

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.
- **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.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Must be able to stand up to 8 hours; lift, push or pull up to 15lbs.

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.

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.

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NFCC is a 501(c) 3 nonprofit organization whose mission is to help ease hardship & foster financial stability in our community.