

Welcome to Village Thrift by Love INC Brevard!

General Expectations:

Ministry

- Understand the Love INC ministry model.
- Provide mission opportunities to show the love of Christ to everyone encountered.
- Assist the store manager in bringing the sales floor to a new standard of excellence.

Love INC Culture

- A commitment to Love INC's mission, vision, core values, and statement of scripture and service.
- A commitment to excellence in all areas of responsibility.
- A commitment to confidentiality in all matters.
- A commitment to servant leadership.

Spiritual Requirements

- Agreement with the Apostle's Creed with a commitment to the Church and its mandate to serve the poor and needy as an agent of transformation.
- Abides by the Peacemaker Process and demonstrates understanding and effectively applies it to appropriate situations.
- Exhibit a life of integrity and maturity in relationship with Christ and fellow believers that is consistent with 1 Timothy 3:1-13

Personal Expectations:

- Submit your time sheet faithfully.
- Request personal time off at least two weeks before the day.
- Maintain personal hygiene and a clean uniform.
- Understand that when you are in your uniform, you represent Love INC.
- Respect the Three Strike policy.
- Collaborate with team members to share insights and develop better processes.
- Communicate issues or concerns to the store manager.
- The Village Thrift team member is a mission-oriented team player.

Job title: Cashier

Supervisor:

RuthAnn

Village Thrift Store Manager

(909) 456-4238

General Description:

Cashier is the frontline of customer service for Village Thrift and an ambassador for Love INC.

Job Description:

1. Adhere to current standard operating procedures and safety manual guidelines.
2. Welcome the customer with a warm smile and polite greeting. Ensure your tone is friendly and welcoming.
3. Identify customer needs and provide proactive solutions to improve their experience.
4. Respond promptly to customer inquiries in-store and via phone call:
 - Introduce the Love INC mission and the purpose of Village Thrift.
 - Assist with finding items (be familiar with the store setting).
 - Assist with finding prices (know products and transportation fees).
 - Deliver accurate information about products, services, refunds, exchanges, discounts, and store policies.
 - Answer phone calls.
5. Assist and schedule transport with pickups and deliveries if needed.
 - Check the availability of the delivery or pick-up date.
 - Assist customers in filling out the Transportation Requirement Form.
 - File the Driver Form.
6. Monitor people bringing in donations to the front shelf and explain the acceptance of donation items.
 - Referral of unaccepted items if needed. (CITA, SPCA)
 - Thank the people who bring donations and offer help if possible.
 - Offer a donation receipt.

7. Move and lift boxes and furniture if needed.
8. Resolve customer concerns and escalate issues to appropriate departments when necessary.
9. Process of handling transactions:
 1. Check out customers
 - Using the ThriftCart system properly to handle all transactions, including cash, check, credit cards, and mobile payments.
 - Registering customers into loyalty program
 - Apply coupons, vouchers (Love INC's clients), or discounts correctly.
 - Wrap fragile items with paper or packages in a box.
 - Issue a receipt and emphasize store policies if needed.
 2. Assist returns and refunds as needed (electronic items).
 3. Offer a polite blessing and farewell to every customer when they leave.
10. Assist in organizing areas that need attention and perform other cleaning when necessary.
 - Inspect and clean restrooms (at least once during every shift)
 - Ensure clear aisles on the sales floor
 - Dust furniture, shelves, and picture frames
 - Disinfect sales counters
 - Disinfect shopping carts (especially after an animal sits in it)
 - Clean and restock the coffee bar
 - Clean the front door glass and disinfect the door handle
 - Return misplaced items from the counter to their designated locations
 - Maintain jewelry displays (fill empty necklace stands)
 - Remove any unpriced/unassigned furniture from the front entrance area
 - Clean out the fitting rooms and the fitting rooms' rack
 - Pick up empty hangers and recover dropped clothing
 - Stoking priced items from donation center to their designated locations
11. Train and assign volunteers to do the list above (If the day is without volunteer help, the cashier is still responsible for completing these duties in between serving customers).
12. Every team members are responsible for Store Preparation Checklist and only check the item you've completed. The closing team will commence cleaning procedures one hour prior to the closing time.