

**Position:** Customer Experience Sales Associate – Hope’s Closet Thrift, San Pablo

**Classification:** Hourly/ Part-Time

**Reports To:** Assistant Manager of Customer Experience – Hope’s Closet Thrift, San Pablo

**Supervises:** Serve Staff

**Purpose**

To provide excellent customer service and help execute daily operations to drive sales while keeping focus on The Church of Eleven22 vision of being a movement for all people to discover and deepen a relationship with Jesus Christ.

**Education**

- Completion of a High School Diploma preferred

**Experience**

- 2-3 years of relevant work experience, including retail and customer service experience

**Key Responsibilities**

- Drive sales by providing excellent customer service and maintain Hope’s Closet’s merchandising standards
- Operate Point of Sale systems & handling of money
- Assist in opening and closing procedures of the store
- Assist in donation receiving and inventory sorting process when needed
- Maintain organization of inventory and supplies on sales floor, in stock room, and cash wrap
- Weekend and holiday hours are a must. Hours and shifts may change due to high work volume.
- Must be able to lift 40 lbs. and stand for prolonged periods of time

**Success Factors**

- Model The Church of Eleven22 mission, vision, and core values.
- Demonstrated ability to make Disciples who make Disciples
- Strong, pro-active communication and interpersonal skills
- Ability to work in a fast-pace environment
- Open availability and must work Saturdays
- Possess strong organizational and problem solving skills