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**Position Summary:** *Prepare and price items and check out customers in the SAAFE Shoppe, which provides additional funding for program services and the promotion of services provided by the SAAFE House.*

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## **Resale Associate**

### **Qualifications:**

- High School Diploma or Equivalent
- Retail experience preferred
- Bilingual preferred
- Must have reliable transportation and current auto insurance as required by the State of Texas

## **Essential Duties and Responsibilities**

### **Serve as Resale Associate to include:**

- Prepare donated items for sale to include sorting and steaming as needed
- Price items for resale
- Neatly display items in appropriate racks/shelves on the retail floor
- Maintain general cleanliness and basic maintenance of the resale and reception areas on a daily basis
- Assist customers in locating merchandise
- Check out customer merchandise
- Open, close, and balance the cash drawer on a daily basis
- Verify outgoing donation records for client service advocates and volunteers
- Create sales growth opportunities by working with the Community Relations Director and the Resale Manager
- Train and work with volunteers, interns, and other placements in the duties and responsibilities of SAAFE Shoppe
- Assist in promoting SAAFE Shoppe online, with social media and marketing by working with the Community Relations Director and Resale Manager
- Keep track of SAAFE Shoppe supplies and fill out order forms as needed
- Work with SAAFE Shoppe software to ensure it is updated

### **Program Support:**

- Attend training approved by the Resale Manager and/or the Community Relations Director to maintain proficiency in job responsibilities
- Attend meetings pertinent to job performance
- Assist in the creation and maintenance of a job manual specific to the functions and procedures of the resale shop
- Assist in an annual inventory of SAAFE Shoppe
- Manage and submit documentation of hours worked in accordance with agency policies
- Rotation of displayed items in the SAAFE Shoppe display window
- Assist in maintaining the revenue-generating benefit of the resale shop through sales, marketing, and promotions.

### **Public Relations:**

- Ensure quality customer service in all interactions with the general public
- Attend agency sponsor community events as needed
- Bring customer concerns to Community Relations Director

### **Personal Skills:**

- Ability to understand and comply with confidentiality policies
- Requires good verbal and written communication skills
- Ability to handle multiple tasks and prioritize workload
- Ability to organize work area
- Ability to remain calm while coping with crisis situations
- Ability to be flexible and change duties with short notice as needed
- Ability to work independently without supervision

- Adopt and practice the agency model of open, honest, and ethical communication and communicate effectively with clients, customers, and other staff members

**Physical Sensory:**

- Ability to walk, stand, kneel, push, stoop, reach above the shoulder, bend repeatedly, grasp, pull, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 45 lbs., perceive depth, operate a motor vehicle and operate motor equipment
- Ability to stand for extended periods of time
- Conditions include working closely with others, working alone, working while children are playing close by, working protracted or irregular hours

**Supervisor:**

Resale Manager

**Work Schedule:**

Regular Schedule Hours, Tuesday – Friday 8:00 to 5:00, Saturday 9:00 to 3:00  
Some evenings and weekends required

**Primary Work Location:**

SAAFE Shoppe - Huntsville

**Status:**

Non-exempt, Full-Time