

**Services To Enhance Potential** 2941 S. Gulley Road, Dearborn, MI 48124

Our mission is to support individuals in the pursuit of their chosen goals and the achievement of personal satisfaction in their lives.

**Sales Clerk – STEP Thrift Store and Donation Center**

**QUALIFICATIONS:**

- Education:** High school graduate or G.E.D.  
**Experience:** One (1) year retail sales experience. Thrift/Resale experience preferred.  
**Licensure:**  
**Status:** Non – Union, Non – Exempt, Limited Part Time

**PRINCIPAL FUNCTION:**

The retail sales clerk is responsible for customer service and sales, receiving merchandise, totaling bills, accepting payments and making change for customers in thrift store.

**DUTIES AND RESPONSIBILITIES:**

**Essential Functions:**

- A. Stocks shelves, counters or tables with merchandise.
- B. Set up advertising displays or arrange merchandise on counters or tables to promote sales.
  - C. Stamp, mark or tag prices on merchandise.
  - D. Greet customers
  - E. Process business transactions, handle cash, process debit/credit cards and perform returns or exchanges when permitted
  - F. Obtain merchandise requested by customer or receive merchandise selected by customer.
  - G. Answer customer questions concerning location, price and use of merchandise.
  - H. Total price and tax on merchandise purchased by customer to determine bill.
  - I. Accept payment and make change. Wrap or bag merchandise for customers.
  - J. Remove and record amount of cash in register at end of shift.
  - K. Calculate sales discount to determine price.
  - L. Keep record of sales, prepare inventory of stock and order merchandise.
  - M. Keep the showroom clean and orderly.
- N. Works with trainees and STEP staff.
- O. Is familiar with and supports STEP's mission and purpose of thrift stores, promotes such to public.
- P.
- Q. Tracks inventory and ensures it is handled, stored, and processed to minimize loss or damage.
- R. Responsible for interior and exterior store appearance.
- S. Completes opening and closing procedures. Tracks store access, keys, security codes, employee identification badges. Operates Point of Sale (POS) system.
- T. Ensures the appropriate control of cash, credit cards, POS system and financial information.
- U. Establishes and maintains positive business relationships with customers, donors, skills trainers and others. Handles complaints and concerns in a timely and responsive manner.
- V. Follows all safety standards and training.

Sales Clerk continued

- W. Maintains store and inventory, materials, and equipment.
- X. Prepares and submits all records, documents, and reports in a timely manner.
- Y. Provide on-site guidance to the leader of assigned work crews.
- Z. Adheres to all STEP Policies and Procedures.

**Marginal Functions:**

- A. Represent Services To Enhance Potential in the community and provide information regarding Services To Enhance Potential programs and services.
- B. Attends staff and other meetings as assigned.
- C. Assume other duties and responsibilities as assigned by the Thrift Store Manager.

The statements made herein are intended to describe the nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

**PERFORMANCE FACTORS:**

- Customer Relations – 20 percent
- Store/work area appearance – 20 percent
- Job Knowledge – 20 percent
- Communication – 15 percent
- Quality – 15 percent
- Safety – 10 percent

**SUPERVISION RECEIVED:** Regional Retail Sales Manager

**TECHNICAL ASSISTANCE RECEIVED:** Director of Employment and Training Services

Date Approved:

Date Effective: 06/01/2019

Date Reviewed: 06/01/2019

Date Revised: