



JOB DESCRIPTION

Position	Department	Reports to
Retail Associate	Gateway Mission Store	Store Manager
Employment Status/Schedule	FLSA Status	Salary Level
Full time; Part Time; 1 st shift	Non -Exempt	7
Location	JD Number	Last Update
Gateway Center	15-04	8-17-22

Purpose/Mission/Vision

Gateway Mission is a 501 (c) (3) non-profit ecclesiastical ministry operating under the direction of a volunteer Board of Directors elected from a broad cross-section of Christians in the community. Our mission is to declare and demonstrate the love of Jesus by providing housing and programs for the homeless and less fortunate. Our vision is to equip each person we serve to follow Jesus and live as a productive citizen. Gateway Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of Gateway Mission have a personal relationship with Jesus Christ and subscribe to our Mission, Vision, Core Values, Statement of Faith, and Qualifications for Employment upon hire and continuously while employed. Employees are encouraged and expected to share the Gospel as opportunities arise.

Position Summary

The Retail Associate supports the retail operations by working in various departments as assigned.

Essential Duties & Responsibilities

CASHIER RESPONSIBILITIES

- Greet customers entering and exiting the store in a friendly and pleasant manner.
- Understand and operate the following functions on the cash register: product purchases; exchanges; and returns.
- Answer phone calls in a professional manner, directing sales and customer inquiries to the appropriate individual.
- Understand and complete Hold/Sold tags for proper pick up of merchandise that will be picked up later including scheduling deliveries, when available.
- Maintain a clean and presentable store environment including bathrooms, floors, break room, dressing rooms, and customer counter.
- Assist customers with jewelry purchases; price and display as needed.
- Assist in creating, implementing, and maintaining store displays, in store promotions and new initiatives.
- Direct donors to proper area for donations.

- Assist in daily store opening and closing as assigned using manager provided task list; arriving early and staying until duties are complete.
- Participate in morning devotions as schedule permits.

PRODUCTION ASSOCIATE RESPONSIBILITIES

- Greet and assist donors as assigned.
- Process clothing/hard goods/furniture for sales floor as instructed by Production and/or store managers.
- Understand and schedule deliveries completing the proper paperwork.
- Assist in maintaining overall production area cleanliness by picking up, straightening, and organizing as needed.
- Assist with trash hauling to dumpster as needed.
- Assist truck drivers with unloading goods from truck deliveries, if needed.
- Assist customers with loading purchased goods.
- Work cooperatively with Gateway staff, volunteers, and community service workers.

Personal Qualifications

- Practicing believer in the Lord Jesus Christ
- Be an active member of a local evangelical church community
- Desire to meet the physical needs and spiritual needs by sharing the good news of the Gospel

Education/Experience

- Must be at least 16 years old working on High school diploma; high school graduate or equivalent required
- Retail store, cashier, or customer service preferred
- Experience/knowledge of homelessness culture preferred
- Experience/knowledge of what God is doing through the ministry of Rescue Missions preferred

Skills and Abilities

- Ability to understand how the store is organized
- Ability to do basic math and use a cash register
- Ability to be flexible in fast-paced environment
- Ability to be professional with strong interpersonal skills and ability to work with a diverse group of individuals
- Patience in dealing with difficult customers
- Problem-solving and conflict resolution skills

Physical Activities/Demands & Work Environment

- Stand, walk, lift, carry regularly; bend, crouch occasionally to perform job functions
- Lift and move objects weighing up to 35 pounds required; up to 75 pounds preferred if working in furniture
- Manipulate, handle, feel, and control items or equipment
- Communicate effectively with guests, volunteers, and staff
- Read, write, and interpret written documents
- No adverse environmental conditions expected

2 Timothy 3:16-17 “All Scripture is breathed out by God and profitable for teaching, for reproof, for correction and for training in righteousness, that the man of God may be competent, equipped for every good work.” (ESV)

Employee Signature _____

Date _____

Disclaimer This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform and other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirement are subject to possible modification to reasonable accommodate individuals with disability. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. The requirements listed are the minim levels of knowledge, skills, or abilities. This document does not create an employment contract implied or otherwise, other than an ‘at will’ relationship.

Gateway Mission is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.