

SOUTH COAST HOSPICE & PALLIATIVE CARE SERVICES

1600.04

JOB DESCRIPTION – THRIFT STORE SUPPORT STAFF/FLOAT - Cardinal

QUALIFICATIONS

1. Ability to work as a team member and serve as a mature associate representative for the South Coast Hospice (SCH) organization.
2. Able to receive direction and independently follow tasks through with minimum supervision.
3. Demonstrate excellent critical thinking skills.
4. Must be able to meet the physical demands of the job such as lifting/moving boxes, furniture, etc.
5. Strong communication skills, both verbal and written, with fellow workers and customers.
6. Detail oriented, able to multi-task and remain flexible with assignments.
7. Must have strong organizational and interpersonal skills.
8. Demonstrate strong work ethic founded upon integrity, organizational skills, and goal- oriented behavior.
9. Upholds attendance and performance standards.
10. Ability and willingness to work effectively with diverse people and/or populations.
11. Must demonstrate understanding of, and current commitment to, the volunteer component of SCH and the Hospice philosophy of service. Accepts and appreciates limitations of volunteer ability by remaining flexible as to the scheduling of volunteer/assistant work hours.
12. Able to adhere to the practice of confidentiality regarding patients, families, staff, and the organization.
13. Able to function productively, efficiently and safely in a fast-paced, varied work environment.
14. Able to act in a kind, decent and respectful manner at all times.
15. Available to work a flexible 8 hour work schedule to include some Saturdays and Sundays. The shift coverage hours are between 8:00 am until 7:00 pm, with the understanding that the schedule can vary every week.
16. Must be able to recognize, support and adhere to all SCH policies and procedures.
17. Must possess, or within 30 days be able to possess, a valid Oregon Driver's License or ID card, dependable transportation and proof of automobile insurance coverage.

PHYSICAL REQUIREMENTS

1. Ability to work in a merchandising setting and lift a maximum of 25 lbs. without assistance, required to get assistance for lifting and/or moving any objects of an awkward shape or over 25 lbs.
2. Manual dexterity capable of operating cash register, clean and repair merchandise.
3. Ability to execute frequent reaching, bending, handling and lifting of merchandise.
4. Ability to be on feet the majority of the workday except for breaks and lunch.

WORK ENVIRONMENT/HOURS

- Typical warehouse/retail setting.
- Extended workdays are an occasional occurrence as needed to support the organization's needs.
- This is a full time 35+ hours per week, dependent upon the needs of the organization.

SKILLS REQUIRED

1. Excellent verbal, written and listening communication skills
2. Strong organizational and interpersonal skills
3. Operation of cash register
4. Merchandising

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Skills Required (continued)

5. Cleaning, sorting, repairing merchandise
6. Multi tasking

PURPOSE

Thrift Store Retail Support/Float staff will be cross-trained to be able to provide backup and support in all areas of the store other than the warehouse; he/she will be expected to be able to give excellent customer service, sort, prepare and price incoming merchandise for display, stock shelves as necessary and perform any other duties requested while maintaining a productive work pace to ensure the smooth operation of the Thrift Store.

SUPERVISION RECEIVED

The Thrift Store Support Staff is supervised by the Thrift Store Manager and whomever he/she may designate, ensuring Thrift Store Support Staff are responsible for compliance with SCH Policy and Procedures.

SUPERVISION EXERCISED

None.

DUTIES AND RESPONSIBILITIES

1. Must report for work at scheduled time, ready to perform work functions, and remain on task while completing entire scheduled shift.
2. Clean, repair, sort and price items as requested by Thrift Store Operations Manager and/or the Thrift Store Operations Coordinator.
3. Assist with the stocking and returning of items to their proper place at the Thrift Store. Notify Thrift Store Manager and/or Thrift Store Merchandising Coordinator when items need to be restocked or sorted.
4. Providing customer service, helping customers locate items and thanking customers for shopping and supporting Hospice.
5. Be willing and able to accurately explain Hospice services to the community when asked by the customer.
6. Maintain established pricing structure when pricing items for sale.
7. Utilize established pricing guideline to price, and coordinate the pricing of, merchandise.
8. Plans and implements window displays and interior display areas, rotating appropriately.
9. Cleaning and organizing:
 - a. Zoning: straighten and reorganize shelves to feature and increase item visibility.
 - b. Facing: pulling items on the shelf forward to create the appearance of a full shelf.
 - c. Color coordinating and sizing: display glassware with like-colors, display clothing in same location with clothing blended from lighter to darker.
 - d. Cleaning: daily cleaning, includes sweeping, vacuuming, taking out trash, mopping, cleaning windows and glass display cases.
 - e. Utilize display and cross merchandising techniques used in retail stores, involving several different items within a defined theme (color, end use, lifestyle, etc.) to encourage purchases. Duties may include changing floor and window displays as directed by Thrift Store Manager, utilizing color, balance, and grouping principles.

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Duties & Responsibilities (continued)

10. Communication. Consistently communicates and works cohesively with staff, volunteers, and the public to foster a warm, courteous, friendly, and professional atmosphere.
11. Assists with other work responsibilities as assigned by the Thrift Store Manager and/or Executive Director.
12. Cognizant of monthly sales goals. Uses goals to encourage sales on a daily basis.
12. Individually responsible to conduct him/herself in a safe manner during the performance of all job related duties. Also responsible to bring unsafe conditions to the attention of the person within the organization responsible for safety issues.
13. Participates in Staff training, educational programs, and participates in the Volunteer Training Program as appropriate.
14. Adhere to all SCH Personnel Policies including, but not limited to:
 - Please initial* _____ SCH Standards of Conduct as described in the agency’s Compliance Plan.
 - Please initial* _____ SCH Privacy Practices in accordance with HIPAA regulations.
 - Please initial* _____ SCH Sexual Abuse and Molestation Policy.
 - Please initial* _____ Demonstrates a kind, decent and respectful behavior.
 - Please initial* _____ Honor, respect, protect and promote patients’ rights and individualized care.

This position description describes the general nature and level of duties and responsibilities required of persons assigned to this position. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

Signature Date

Manager’s Signature Date

Executive Director’s Signature Date

Accommodations for disabilities will be made whenever possible unless such accommodations would create an undue hardship on South Coast Hospice and Palliative Care Services, Inc.