



Temporary, Part-time ReTails Associate

Position available through **December 31, 2021**

Pay: **\$13.69** per hour with a schedule to work between 15 -30 hours per week

The Humane Society for Southwest Washington (HSSW) and ReTails Thrift Store is in search of our next coworker to join our team as a **temporary, part-time ReTails Associate with strong cashier experience**. This position requires an individual who loves to help us change the world for the people and pets in our community. Consider a change working toward a mission that will change you forever! **People + Dogs + Cats**

ReTails Associate

Customer service is the differentiator that separates a great retail operation from a good one. The ReTails Associate position, through direct and indirect contact with the customer can make that great experience and help develop a long-term relationship with ReTails and the Humane Society for Southwest Washington. As an ambassador of the HSSW, the following traits and duties are critical to the on-going success of the business.

The Ideal Candidate

- Displays interest, enthusiasm, and an affinity for working with people.
- Demonstrates an attitude of excellence; a positive outlook; and, ideally, a sense of humor.
- Works well on a team and demonstrates an attitude and commitment to collaboration with a sincere interest in helping others succeed.
- Represents the HSSW and ReTails Thrift Store in a professional and courteous manner.
- Provides quality service to customers, volunteers, and staff recognizing their individual contributions to the team and the success of our organization.
- Exhibits an approach to adaptability through overcoming obstacles to achieve results, remaining flexible and open to new ideas, recognizes and encourages others to understand changes in work tasks, situations, and environment as the basis and value for transformation.
- Is committed to personal and professional development through life-long learning.

ReTails Associate Primary Duties and Responsibilities

Cashier

- Greet customers with full attention and a smile.
- Conduct transactions with efficiency, accuracy, and focuses on adherence to policies.
- Maintain high level of customer service; request back up help in timely manner.

Donations

- Acceptance of donated materials at ReTails store or trailer location.
- Provide excellent, friendly customer service to all donors.
- Provide tax receipts to donors and assist in completion when necessary.

Production

- Sort items by subcategory and/or price.
- Clean items and affix price labels.
- Stock items on sales floor.

Customer Service

- Customer service including product carry-outs, answering questions, and assisting customers with pricing and inventory questions.
- Maintain a clean and safe work and shopping environment.
- Be the voice for the customers' needs and wants. Report opportunities to better serve the customer.
- Retail Associate duties to include other tasks as assigned by management.

Safety

- Follow all safety guidelines to ensure a safe work environment.
- Take immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, workforce partner, client, animal, or the organization at risk.

Qualifications:

- Strong interpersonal and communication skills.
- Ability to read, understand, and follow instructions and Standard Operating Procedures (SOP's).
- Flexible working schedule including days, evenings and weekends or long shifts, if needed.

HSSW Culture

Vision: A community where everyone loves and cares for animals.

Mission: Rescue. Return. Restore. Rehome. Reconnect. One animal at a time.

Values: Compassion. Collaboration. Excellence. Service. Integrity. Stewardship.

We endeavor to seek excellence in all we do; we strive to maintain a positive attitude while doing it; we seek out opportunities to be in-service to one another; we depend on teamwork & collaboration in setting and achieving goals; with leadership as a core value, we recognize that everyone can lead by setting an example of excellence, attitude, service, teamwork & collaboration.

Physical Demands and Working Conditions

- Must be physically and mentally able to perform all requirements of the job
- Able to perform physical work: bending, lifting, walking, and standing for up to 10 hours a day.
- Able to lift 50 pounds with assistance.
- Able to go up and down stairs.
- Tolerant of changes in temperature and humidity.

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship. **The HSSW participates in E-Verify & requires pre-employment drug testing for illegal substances.***

****HSSW does not have a Minor Work permit and cannot hire anyone under the age of 18.***

How to apply

If this sounds like the right place for you and you feel you meet the qualifications for this position, please submit your application by email to jobs@southwesthumane.org with your first and last name in the subject line followed by "; Seasonal, Part-time ReTails Associate". If you prefer you may place your application in an envelope to mail or hand deliver. Please label it Seasonal, Part-time ReTails Associate, Attn: Human Resources; Humane Society for Southwest Washington, 1100 NE 192nd Ave, Vancouver, WA 98684. You can find the link to our application here on our website <https://southwesthumane.org/careers>