



The Humane Society for Southwest Washington is committed to enriching the lives of people and pets in our community. We have been completing families since 1897 and are committed to serving our community as it changes and grows. Through education, outreach, adoption, events and support services for families in need, we're expanding our HSSW family every day! Imagine working with people to care for the dogs and cats in our community of Southwest Washington.

The Humane Society for Southwest Washington (HSSW) and ReTails Thrift Store is looking our next team member to join our team as a part time **ReTails Associate – Donation Attendant** to help us change the world for the people and pets in our community. Imagine working to benefit the dogs and cats of Southwest Washington. HSSW has part-time ReTails Associate positions available on the ReTails Thrift Store team. 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 ReTails Associate position is a Non-exempt FLSA position with entry level starting pay rate at \$15.00 per hour. Pay increases are analyzed annually and are dependent upon experience, attitude, work ethic, commitment to teamwork, learning ability, skill level, core competencies and organizational budget.

Benefits

In addition to serving in an organization with a compassionate and strategic purpose; employees currently enjoy paid time off, matching 401 (k), employee assistance program, section 125 flexible benefit plan, employee discounts (that include partner organizations) and access to affordable dental,

vision, life, disability and accidental supplemental insurance. Full time employees are eligible to participate in HSSW's health insurance benefit plans.

The Ideal Applicant

- ✦ Displays interest, enthusiasm, and an affinity for working with people.
- ✦ Demonstrates an attitude of excellence; a positive outlook; and, ideally, a sense of humor.
- ✦ Is ethical; has good communication and organization skills and good at managing relationships
- ✦ Works well on a team and demonstrates an attitude and commitment to collaboration with a sincere interest in helping others succeed.
- ✦ 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.

Primary Duties and Responsibilities

Cashier

- Greet customers with full attention and a smile.
- Conduct transactions with efficiency, accuracy and focus in 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.

Required Competencies

- Integrity
- Team Player
- Change Agility
- Initiative
- Drive and Energy
- Customer orientation
- Composure
- Communicativeness
- High Standards
- Problem Solving and Decision Making

Required Qualifications

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

The 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 has the opportunity to 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, lifting up to 50 pounds with assistance
- Able to go up and down stairs
- Tolerant of changes in temperature and humidity

Work may be performed with exposure to animals and high noise levels, exposure to zoonotic diseases, animal bites and scratches, cleaning chemicals and allergens. Potential exposure of infectious diseases to owned animals

*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. **HSSW participates in E-Verify.***

If you feel you are the ideal candidate and you meet the qualifications for this position, please submit application, along with resume and cover letter if included, by email to jrylander@southwesthumane.org . Please enter *your first and last name in the subject line followed by "Part-time Donations Attendant"*. If you prefer you may place your application in an envelope to mail or hand deliver. Please label 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 hssw.org/careers.