

## **Waterfront Rescue Mission** Job Description

**Retail Job Title:** Retail Key Carrier  
**Department:** Retail Services  
**Reports To:** Store Manager

### **Summary:**

Under the direction of the Bargain Center Manager, the Key Carrier supports store management in achieving efficiency in store operations, merchandising, training, and various other assigned areas of responsibility within a Bargain Center. Primary duties include but, are not limited to, supervision and accountability of employees, volunteers and clients. Performs all reasonably related duties as assigned.

### **Duties may include some or all of the following:**

- Acts as manager on duty in the absence of the Bargain Center Management (i.e. opening and closing a Bargain Center).
- Assists in the management of all aspects of the store's assets (maintenance, repair, protect, etc.) and the preparation of annual documents, requests and inventories as needed.
- Assists with the preparation for weekly meetings for staff (including safety training) and daily devotions with staff.
- Assists with the store's system/critical processes and allows/test theories of improvement which will increase customer focus and increase revenues;
- Provides customer service and manages all types of customer feedback.
- Assists in management of incidents or injuries on the stores premises.
- Manages daily receipts and deposits and cash drawers.
- Assists customers and donors (including authorizing returns or exchanges and complaints).
- Ensures that policies and procedures are implemented and established processes are followed.
- Provides and maintains documentation as needed for payroll.
- Assists with the maintenance and evaluation of control charts.
- Produces documents and tests theories of improvement to our processes, create new processes when necessary and maintains a culture of quality.
- Assists in management of purchased and donated merchandise inventory for the store (ordering, receiving, processing, pricing, and merchandising as needed).
- Maintains and develops relationships with vendors and regulator agencies.
- Develops atmosphere of teamwork and good communication with store staff

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Christian Commitment: Must exemplify and model Christian behaviors and values and possess high levels of ethics, honesty and character.

Education/Experience: Bachelors degree; 2 or more years related experience and/or training; or equivalent combination of education and experience.

Must have a valid state driver's license and be insurable by the WRM insurance carrier.

**Knowledge Skills & Abilities:**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must be proficient in operation Microsoft Office Suite Software System.
- Must have regular attendance on the job.
- Must support the goals of the Mission.
- Must be willing to sign the Waterfront Rescue Mission’s statement of Faith.
- Must have the ability to form effective working relationships with supervisors, subordinates, ministry staff and the public.
- Demonstrates aptitude for both personal and professional development as related to future goals and needs of a Bargain Center and its contribution to the overall ministry of WRM.

**Supervisory Responsibilities**

Supervises subordinates. Is responsible to see that the supervision of clients and volunteers is effectively carried out. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, orienting and training staff; planning, assigning, and directing work; appraising performance; addressing complaints and resolving problems. Ensures orientation & coaching of ministry clients in order that they attain employee & retail skills. Advices ministry staff of progress or difficulties.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand, walk, sit; use hands to manipulate; reach with hands and arms and to speak and listen Occasionally this position may be required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Must be able to operate a motorized vehicle.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duty of this job, the employee is occasionally exposed to wet and/or humid conditions; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate.

**I have reviewed this job description and do not have any reservations about my ability to perform all duties of the position.**

\_\_\_\_\_  
**Name**

\_\_\_\_\_  
**Date**