

Waterfront Rescue Mission

Job Description

Retail Job Title: Sales Floor Clerk
Department: Retail Services
Reports To: Assistant Manager

Summary:

Communicates with donors to set up date for their donations and inform drivers regarding pick-ups. Performs all reasonably related duties as assigned.

Duties:

- Communicates with donors (phone or in person).
- Communicates with driver regarding status of pick-ups.
- Schedules pick ups according to donor needs.
- Fills out and files applicable form (ORF).
- Maintains daily the pick-up log.
- Files other pick up and driver related forms and delivers monthly to manager.
- Advises management of problem situations.
- Provides excellent customer service while assisting customers.

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 Values Commitment: Must respect and uphold the mission and values of the ministry and possess high level of ethics, honesty and character.

Education and Experience: High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Knowledge, Skills & Abilities:

- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information to customers, clients, and other employees of the organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to present data in format as required by management.
- Ability to apply understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- 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 Mission and Values.
- Must have the ability to form effective working relationships with supervisors, clients, other staff members and the public.

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 sit; use hands to manipulate; reach with hands and arms and to speak and listen. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

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.

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