

St. Michaels Community Center

Retail Associate – Job Posting

Position: Retail Associate

Reports To: Retail Director

Position Overview: A Retail Associate is responsible for all retail activities and retail associate job duties, from greeting customers, answering questions, helping customers, suggesting items, lending opinions, and providing product information. Individual responsibilities as a Retail Associate may include demonstrating outstanding customer service and selling skills, receiving and processing inventory, keeping the selling floor stocked with merchandise, addressing customer complaints, assisting in the display of merchandise, or organizing the selling floor and stock areas.

A Retail Associate must process payments by totaling purchases, operating cash registers and financial transactions, processing checks, cash, and store or other credit cards. The Retail Associate maintains a professional attitude with sincerity and enthusiasm reflecting the store's commitment to our customers.

Retail Associate Responsibilities:

- Greeting customers and offering assistance.
- Answering customer questions and concerns.
- Advising customers about promotions and sales.
- Totaling purchases and processing cash, check, and credit card payments.
- Maintaining a clean and organized retail environment.
- Assisting with stock management.
- Arranging merchandise on shelves and displays.
- Assisting in receiving and processing donated items.
- Work with a team to create and maintain a pleasant environment for shoppers and staff.
- Enthusiastic, friendly, and energetic with a genuine desire to provide outstanding service.
- Available to work a variety of hours, which may include early mornings, evenings, and weekends.
- Ensure SMCC policies and nonprofit best practices are followed.
- Act as a representative and advocate of SMCC and always uphold the mission and vision of SMCC.
- Maintain a professional appearance and manner when greeting customers, correspondence, and addressing complaints.
- Assist in the organization and attend events, meetings, and fundraisers as assigned.
- Other duties as assigned.

Retail Associate Skills and Qualifications:

- High school diploma or GED
- Experience using computers for a variety of tasks.
- Competency in Microsoft applications including but not limited to Word, Excel, and Outlook.
- Excellent interpersonal skills, including having an approachable and friendly manner

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- Good time and task management skills, including prioritizing and changing tasks easily
- A flexible schedule
- Good math skills
- Attention to detail
- Experience in retail a plus
- Experience working a point of sale system and cash register
- Capacity to build customer relationships
- Ability to follow direction or take initiative as the situation requires
- Willingness to accept and apply constructive criticism
- Physical demands: This position involves constant moving, talking, hearing, reaching, grabbing, and standing for at least two consecutive hours. May occasionally involve stooping, kneeling, crouching, and climbing ladders.
- Must be able to work in a fast-paced environment

Expected hire date: Immediately

To Apply: Candidates should email SMCC at admin@stmichaelscc.org

About the Role: This is an important role for St. Michaels Community Center and Treasure Cove Thrift Shop. You will report to the Retail Director and your work, and the success of Treasure Cove, supports the programs of SMCC. The Retail Associate role is mission focused on enhancing the lives of our neighbors in Bay Hundred and Talbot County.

Qualifications

A diverse team makes for collaborative work, creative thinking, and a stronger organization. If a role at SMCC sounds like something you'd find fulfilling and aligns with your career goals, please consider applying even if your experience doesn't exactly match the requirements listed. Experience comes in many forms, and a willingness to learn can go a long way. We are dedicated to adding new perspectives to the team and would love to hear from you!