

**COMMUNITY OPTIONS, INC.**  
**RETAIL STORE SALES ASSOCIATE**  
Job Description

**PURPOSE**

To provide supplemental assistance with retail store operations in accordance with the Community Options Mission Statement.

**QUALIFICATIONS**

- Valid Colorado driver's license and acceptable driving record and criminal background check.
- High School Diploma or equivalent preferred (GED).
- Retail store experience preferred.
- Bilingual fluency preferred.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**Retail Store Assistance**

Responsible for assisting with retail store operations to include the following:

1. Screen, accept and processing/pricing of merchandise donations (following acceptance policies, guidelines and pricing set by the RSM).
2. Set-up, display and organization of merchandise for sale.
3. Assist with recycling of unsalable merchandise including loading bags of recyclables.
4. Maintenance and cleaning assistance for the store and donation processing area. Adherence to safety regulations and laws.
5. General cash register operations, cash processing and cash security responsibilities.
6. Ability to operate appropriate retail software programs.
7. Provides input and assistance with the overall success of the retail store.
8. Assist with the direction and supervision of volunteers in the retail store.

**Customer Service Duties**

1. Greets and assists all customers in professional and appropriate fashion.
2. Willing and able to help customers navigate the store including access to the fitting rooms.
3. Assist store customers with inquiries and answer phone calls about merchandise.
4. Assist merchandise donors with transporting/carrying of donations from vehicles into the donation processing area or retail store.
5. Work well with co-workers or volunteers who may have special needs and/or youth who may be at risk.
6. Must be able to deal with customers/consigners who may be dissatisfied for any reason.
7. Always presents a positive attitude to all who are present in the store at any given time. No drama at work.

**Operations Assistance**

As directed by the Retail Store Manager (RSM), participate in general Community Options operations including, but not limited to, the following:

1. Assists with cleaning, maintenance and overall appearance of entire facility and grounds.
2. Assists with entire facility security and safety.
3. May be required to work weekends and holidays.

**Other Relevant Duties:**

1. Perform duties and conduct interactions with supervisor, agency staff, persons served, employers and the public in a manner consistent with COI Value Statements.
2. Deal with stressful situations in an effective, productive manner.

3. Promote and maintain appropriate professional and ethical relationships in accordance with policies, rules and regulations.
4. Deal with all others in a positive manner.
5. All other duties as assigned.

**PHYSICAL DEMANDS/ENVIRONMENTAL CONDITIONS:** Work as a Sales Associate can be physically demanding. Sales Associates may spend numerous hours standing and walking. The physical demands described here are representative of those that must be met by a Sales Associate to successfully perform the essential functions of this job.

1. May frequently lift and/or move up to 40 pounds alone and up to 60 pounds with assistance.
2. May exert 50 to 100 pounds of force occasionally, and/or 20 to 50 pounds of force frequently.
3. The Sales Associate will frequently be required to walk. He/she must be able to reach forward, backward and upward with hands and arms as well as use fingers for, picking up objects, determining texture and temperature. Use hands to handle, or feel and reach forward with hands and arms. The employee is frequently required to sit and stoop, kneel, or crouch. Sales Associate must also be able to climb and descend a full set of stairs.
4. Will likely be responsible for dusting, sweeping, cleaning windows, vacuuming and other cleaning duties.
5. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.
6. Specific talking abilities required by this job include expressing or exchanging ideas by means of spoken word. This is especially crucial when detailed or important spoken instructions must be conveyed to other workers accurately.
7. Specific hearing abilities required by this job include perceiving the nature of sounds at normal speaking levels with or without correction, having the ability to receive detailed information through oral communication, and making fine discriminations in sound.
8. Will frequently come in contact with materials that may contain allergens such as smoke or animal hair.

**SUPERVISION:** The Sales Associate is supervised by the Retail Store Manager. The Sales Associate does not supervise anyone else in the store.

I have read this job description and can perform all the essential duties of the position with or without reasonable accommodation.

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Printed Name

Signature

Date