

Job Title:	Pennywise Associate – Summer/Seasonal	Job Category:	Resale
Department/Group:	Resale Store	Job Code/ Req#:	
Location:	Katy, Mission Bend, Richmond, Stafford,	Travel Required:	No
Level/Salary Range:	Hourly	Position Type:	Full time and Part-time
HR Contact:	Tina Hood	Date posted:	Click here to enter a date.
Will Train Applicant(s):	Yes	Posting Expires:	Click here to enter a date.
External posting URL:	https://fbwc.org/who-we-are/join-our-team/job-application.html		
Internal posting URL:			
Job Description			
<p>ROLE AND RESPONSIBILITIES</p> <p>RESPONSIBLE FOR ASSISTING WITH ALL PARTS OF THE OPERATION OF THE ASSIGNED RESALE STORE.</p> <ul style="list-style-type: none"> • Be professional and abide by agency core values: Service, Passion, Integrity, Respect, Innovation, and Teamwork • Assists the Manager in creating a positive FBWC culture through the agency’s core values. • Responsible for promoting the Customer Reward program, communicating all sales promotions to customers, achieving store sales goals, and promoting mission awareness with customers. • Performs cashier functions accurately. • Maintains all records pertaining to cash operations, plus any other necessary paperwork. • Works directly with donors to ensure they are treated with respect. • Communicates agency guidelines on acceptable incoming donations to ensure we receive only safe, useful items. • Makes pricing decisions for merchandise. • Assists in the merchandise flow from the receiving room to the sales floor in a timely manner. • Assists in stocking and merchandising sales floor, general housekeeping of fitting rooms, sales floor, and general facility areas. • Organizes workspace each day to ensure it is attractive and efficient. • Maintain good safety practices and communicates them to volunteers and community service workers. • Attends weekly staff meetings. • Must be able to meet the annual KPIs. • Other duties as needed. • Must be able to work weekends as needed. <p>QUALIFICATIONS AND EDUCATION REQUIREMENTS</p> <ul style="list-style-type: none"> • Minimum 16 years old. • One-year experience as a cashier helpful. • Ability to operate a cash register and properly handle money. • Must be able to lift up to 25 lbs. and able to get on a 2-step ladder. • Ability to work professionally with the public. • Have a valid Texas Driver’s License or Texas ID card and Social Security card. • Satisfactory completion of a criminal background check. 			

PREFERRED SKILLS AND COMPETENCIES

- An enthusiastic personality is a MUST! We assist those who are struggling to achieve self-sufficiency. It is a rewarding job, but one that requires a great deal of optimism.
- Previous experience working with individuals dealing with trauma (preferably domestic or sexual violence) is a plus but is not necessary.
- Demonstrates leadership, communication, and problem-solving skills in a manner that encourages and empowers clients to seek remedies for positive change.
- Displays ability and willingness to make appropriate decisions, respond compassionately to persons served while maintaining appropriate and professional boundaries, exhibits sound and accurate judgment, supports, and explains reasoning for decisions, and includes appropriate people in the decision-making process.
- Displays original thinking and creativity by meeting challenges with resourcefulness, generating suggestions for improving work, and developing innovative approaches and ideas.
- Shows tenacity and thoroughness, with the ability to solve practical problems and deal with a variety of situations.
- Team player who can roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.
- Not easily frazzled, especially during crises.
- Possesses strong time management skills during busy and slower periods throughout the day.
- Applies basic strategies for good communication, including developing rapport, and using active listening.
- Establishes/maintains trust and appropriate collaborative relationships with clients.
- Works with clients in a respectful and non-judgmental manner while employing a victim-centered, strengths-based, and trauma-informed perspective.
- Supports clients' self-determination and informed decision-making.
- Respects client confidentiality and autonomy.
- Uses appropriate verbal and nonverbal communication to deescalate crisis situations.
- Applies strategies for addressing conflict and moderating one's own verbal and nonverbal reactions to communications with clients and coworkers.
- Demonstrates ongoing efforts to improve skills in effective verbal and nonverbal communication, such as motivational interviewing, as well as cultural competency.
- Prioritizes/plans work activities using time efficiently; plans for additional resource needs. Sets goals and objectives and develops realistic action plans.
- Deadlines/solutions-oriented with the ability to handle multiple competing priorities and a wide variety of responsibilities.
- Speaks clearly and persuasively in positive or negative situations, listens, asks for clarification, responds well to questions, and participates in meetings.
- Writes clearly, accurately, respectfully, and informatively, edits work for spelling and grammar.
- Follows instructions, responds to management direction, takes responsibility for own actions, keeps commitments, commits to non-traditional hours of work when necessary to reach goals, completes tasks on time or notifies appropriate person with an alternate plan.
- Travel required in greater Harris and Fort Bend County areas.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____