

Volunteer Job Description: Thrift and Gift Shop Sales Associate



Position Title:

Thrift and Gift Shop Sales Associate

Location:

ASTRO Foundation Thrift & Gift Shop, 250 East E. St., Oakdale, CA.

Reports to:

Retail Specialist, Ashlee Brown

Position Summary:

Sales Associates at the ASTRO Foundation Thrift and Gift Shop help generate vital funds for the rescue's animal care efforts. Volunteers will assist with a variety of tasks, including customer service, managing donations, and merchandising. This is a great opportunity for those who enjoy working in retail, are passionate about helping animals, and want to contribute to the rescue's mission.

Key Responsibilities:

- **Customer Service:**
 - Greet customers warmly as they enter the shop and assist with any questions or purchases.
 - Provide information about the ASTRO Foundation's mission and how purchases support the animals in need.
 - Operate the cash register and handle sales transactions accurately, including cash, credit, and debit card payments.
- **Merchandising:**
 - Assist with pricing, displaying, and organizing donated items in an appealing way to encourage sales.
 - Ensure shelves and racks are fully stocked, neat, and clean.
 - Rotate stock regularly to keep the inventory fresh and appealing to customers.
- **Donation Processing:**
 - Accept, sort, and organize incoming donations according to store guidelines.
 - Evaluate donated items to determine their salability, ensuring quality control.
 - Assist with storing, cleaning, or discarding items as needed.
- **Cleaning and Tidying:**
 - Help maintain a clean, organized, and welcoming environment in the shop.
 - Dust, sweep, and tidy sales areas to ensure a pleasant shopping experience for customers.
- **Promote the Astro Foundation's Mission:**

- Share information about the ASTRO Foundation's rescue efforts with customers and help raise awareness of the organization's programs and volunteer opportunities.
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Qualifications:

- **Customer Service Skills:**
 - Enjoy interacting with people and have good communication skills to provide excellent service.
 - **Retail Experience:**
 - Prior retail or cash handling experience is a plus, but not required. Training will be provided.
 - **Organizational Skills:**
 - Ability to keep the shop clean, organized, and visually appealing.
 - **Team Player:**
 - Work cooperatively with other volunteers and staff to ensure the shop runs smoothly.
 - **Physical Ability:**
 - Able to stand for extended periods, lift up to 20 lbs, and assist with stocking and organizing merchandise.
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Training and Support:

- **Retail Operations:**
 - Volunteers will receive training on store operations, including how to use the cash register, accept donations, and maintain store displays.
 - **Mission Education:**
 - Training on the ASTRO Foundation's mission and programs to effectively communicate with customers and represent the organization.
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Time Commitment:

- Volunteers are asked to commit to at least one 3-4 hour shift per week.
 - Shop is open Wednesday through Sunday from 10:00am – 4:00pm and we have AM and PM shifts needing coverage.
 - AM shift: 9:30am – 2:00pm, PM shift: 1:30pm-4:30pm.
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Benefits:

- Be part of a dedicated team raising funds to support the ASTRO Foundation's animal rescue efforts.
 - Gain valuable retail and customer service experience.
 - Interact with other animal lovers and make a direct impact on the lives of homeless animals.
 - Opportunities to develop merchandising and organizational skills in a fun and supportive environment.
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How to Apply:

To volunteer as a Thrift and Gift Shop Sales Associate, please visit www.astrofoundation.org/volunteer to complete the volunteer interest form, or contact us at info@astrofoundation.org or **(209) 605-8100** for more information.

The ASTRO Foundation Thrift and Gift Shop is committed to providing a welcoming and inclusive environment for all volunteers.