



## Lead FreeStore Associate – Hourly

Department: Resource Network Team

Work Schedule: Four weekdays 9am-3pm, Saturdays 8:45am-1pm

Reports to: FreeStore Manager

**Vision:** The HomeFront Resource Network Team believes that families need basic necessities to live a life with dignity. The Resource Network team works together to provide these items to HomeFront families by harnessing the caring and resources of our community. The Resource Network Team treats all clients, donors, colleagues, and volunteers with respect and values the important role each plays in making the Resource Network possible.

To achieve this vision, the HomeFront Resource Network values several principles:

**Organization:** Our community is incredibly generous and we are grateful for it. Managing the volume of donations given to HomeFront requires that our operation be ruthlessly organized and tidy. One unorganized day can lead to weeks of challenges. We will maintain a high standard of organization at all times.

**Collaboration:** No one component or team member of the Resource Network can function effectively without the others - clients, donors, colleagues, and volunteers. We understand that we can only be successful if we work well together.

**Empowerment:** Families often come to HomeFront after experiencing significant trauma in their lives. Part of our work is to restore our families' sense of empowerment and choice and to offer clear guidelines on how to access goods and services through the Resource Network. We offer meaningful choice to our clients, honor their wishes, and make program guidelines transparent.

**Outcomes:** Our work is only effective if we are reaching families in need. We set and achieve ambitious goals to serve as many families as resources permit.

**Summary:** At our FreeStore, low-income families can shop for important items their family needs so that they can live lives with dignity. It is often an essential step in our mission to help families break the cycle of poverty in Mercer County. We are looking for someone with experience in a retail work setting, with knowledge of second-hand or thrift store operations and skills in visual merchandising. An individual who can work efficiently and quickly in a fast-paced environment where they are helping others and be comfortable leading during assigned shopping hours.

### Essential Job Functions and Responsibilities:

- Foster a welcoming, well-stocked, safe, and tidy FreeStore environment that provides dignity and opportunity for client choice
- Quickly and efficiently sort, hang, and merchandise donations of clothing, shoes, linens, housewares, small appliances, and more, ensuring store is well-stocked and providing items clients need

- Arrange merchandise displays throughout FreeStore to create a pleasing shopping environment
- Provide quality customer service to clients with a trauma-informed approach, assisting clients during their shopping experience when needed and ensuring clients find the items they need
- Prepare for opening and closing of the FreeStore and oversee all store operations during assigned client shopping hours, troubleshooting and escalating issues as necessary
- Represent HomeFront in a professional, courteous, and trauma-informed manner at all times
- Collaborate with volunteer sorters and assist partners and any FreeStore visitors in a professional manner
- Maintain accurate records of client visits through files and use of client software database
- Follow all safety guidelines to ensure a safe work environment. Take immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, or client at risk
- Fill in for the FreeStore manager when required
- Assist with sweeping, mopping, cleaning bathrooms, and maintaining overall cleanliness of store
- Other duties as assigned

#### Competencies:

- Bilingual (Spanish)
- Retail or visual merchandising experience
- Customer service skills
- Organization
- Planning
- Excellent communication; written and oral
- Problem solving
- Computer skills
- Ability to de-escalate crisis situations and serve clients experiencing difficult personal emergencies with patience, compassion, and a trauma-informed approach
- Comfortable with serving persons of various diverse backgrounds in a busy work environment

#### Technical Skills:

- Microsoft Office
- Data entry
- Ability to use and learn client database software

#### Job Requirements:

- High School Diploma or Equivalent
- Experience in a retail work setting, with knowledge of second-hand or thrift store operations
- Satisfactory criminal background
- Ability to pass drug screening test
- Willingness to participate in all aspects of store operations

#### Physical Demands and Work Environment:

- Ability to sustain a full day of walking, bending, lifting and transporting items
- Medium Physical Demand- frequently lift and transport up to 75lbs with assistance
- Exposed to weather conditions prevalent at the time