



Resource Network – Freestore Associate

Location:

Trenton, NJ

Position Type/Classification:

Part Time (18 hrs/week)

Reporting to:

Director of Resource Network

Compensation:

\$20/hour

Summary/Objective:

The mission of HomeFront is to end homelessness in Central New Jersey by harnessing the caring resources and expertise of the community. We lessen the immediate pain of homelessness and help families become self-sufficient. We give people skills and opportunities to ensure adequate incomes and to increase the availability of adequate affordable housing. We help homeless families advocate for themselves individually and collectively.

HomeFront is seeking an Associate to assist at our FreeStore to support low-income families to 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.

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
- 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
- Assist in maintaining accurate records of client visits through files and client software data entry
- 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
- Other duties as assigned

Competencies:

- Retail or visual merchandising experience
- Customer service skills
- Organization
- Planning
- Excellent communication; written and oral
- Problem solving
- 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 lift and/or move a minimum of 75 lbs with assistance
- Ability to sustain a full day of walking, lifting, and bending
- Exposed to weather conditions prevalent at the time