

JOB DESCRIPTION

Title: Customer Care Associate

Classification: Non-exempt Hourly

Reports to: Store Manager/Associate Store Manager

Starting Pay: \$12.75

MISSION

The Mustard Seed has been planted to support Christian organizations that assist with healing and/or prevention of childhood sexual abuse, and to be a gateway for survivors to access resources to facilitate healing.

JOB SUMMARY

Our Customer Care Associates enjoy serving customers and help to create an outstanding experience by providing exceptional service. This includes greeting customers, assisting them with selection of merchandise, completing transactions, and answering questions regarding the store and merchandise. Our Customer Care Associates will be cross trained to work in multiple areas of the MS to provide support to employees through sharing of knowledge, helping to complete tasks, and assisting in customer interactions as needed.

RESPONSIBILITIES include but not limited to

- Ensure that each customer receives outstanding service by providing a friendly environment which includes greeting and assisting every customer.
- Provides customer service that reflects The Mustard Seed Statement of Faith, values and expectations.
- Complete all (POS) transactions accurately, efficiently without errors and in a friendly and professional manner in compliance with MS standards.
- Follow all cash handling procedures and protocols.
- Operates the cash register and maintains a balanced drawer.
- Sort, tag, and price merchandise to identify quality and value (checks for holes, missing buttons, defective zippers, or stains) and properly price and prepare merchandise for sale.
- End of shift: Sweep floor, take garbage out, clear area of carts and debris. (Neatness is a must!)
- Ensure racks are neat and orderly, and all merchandise is tagged
- Operates industrial equipment such as baler and trash compactor.
- Participates in appropriate conflict resolution if problems arise.
- Maintain a safe and clean environment that encourages our customers to return.
- Resolves customer complaints and issues; refers unresolved matters to immediate supervisor.
- Remove items left in dressing rooms and return them to their appropriate areas of the store.

- Straighten or re-hang clothing that is not displayed appropriately on hangers.
- Works both independently and as part of a team
- Adheres to all Mustard Seed safety practices and assists in inspections and reports as needed.
- Support other areas as needed.

QUALIFICATIONS, SKILLS, and ABILITIES

- Must be able to work flexible, full-time schedule to include days, evenings, weekends and holidays
- Ability to learn and adapt quickly in a fast-paced environment.
- Demonstrates an inspirational attitude that contributes to a positive team environment.
- Ability to effectively communicate with customers and store employees.
- Must have a commitment to *The Mustard Seed Thrift on Mission* Statement of Faith.
- Must be a people person with a pleasant and willing attitude and have a servant's heart.
- Ability to read, count and write to accurately complete all documentation.
- Ability to freely access all areas of the store including selling floor, stock area, and register area.
- Ability to regularly lift up to 15 lbs (and occasionally, up to 55 lbs.) from floor level to above shoulder height.
- Must be able to meet demands of frequent walking, standing, stooping, kneeling, climbing, pushing, pulling, and repetitive lifting.
 - Stand – up to 100% of a scheduled work day.
 - Walk – up to 75% of a standard work day.
 - Sit – less than 50% of a standard work day.
 - Lifting and Bending – up to 75% of a standard work day.

SPIRITUAL GUIDELINES

- *The Mustard Seed Thrift on Mission Team Members at all levels believe the following:*
- We believe in the Holy Trinity- God the Father, God the Son, and God the Holy Spirit.
- We believe that God the Father sent His Son, Jesus, to die for us as the ultimate sacrifice.
- We believe in Jesus for the forgiveness of our sins.
- We believe that the Bible is God's true Word