

# Summer Retail Assistant

Gold Mine

## POSITION INFORMATION

*Title:* Retail Assistant

*Type:* seasonal full-time, approximately June to September, non-exempt position

*Location:* Ketchum, Idaho

*Reports to:* Sara Zagorski, Retail Manager

*Compensation:* \$18/hour

*Benefits:* 40% discount at the Gold Mine

*Special Instructions:* successful applicants must be fully vaccinated against COVID and must be able to complete a criminal background check.

## JOB SUMMARY

This individual provides critical retail store support by helping at the register as a lead sales representative and by assisting others in calling items, restocking and merchandising products and possibly helping retail sales at the consignment store.

The primary objective is to maximize the sales generated from these items as part of the Gold Mine family in delivering outstanding customer service.

## DUTIES AND RESPONSIBILITIES

The Gold Mine retail stores are recognized as a vibrant and eclectic store for fashion, books, housewares, electronics, sports gear, children's wear, music, shoes, furniture, artwork, and a host of all things "Sun Valley." The Gold Mine not only generates operating funding for The Community Library (CLA) but is also a key social and cultural hub that encourages community sustainability by recovering secondhand goods.

The successful candidate will be able to process sales quickly and accurately while providing excellent customer service in a busy retail work environment. Additionally the position will help keep the store orderly, assist with restock efforts, assist with simple donation processing tasks and possibly help with retail sales at the consignment store. This position is part of an overall Gold Mine team that processes a wide array of donated items. The work requires a strong work ethic, solid customer service skills, ability to follow direction and a fun positive demeanor. Work is supervised and evaluated by the Gold Mine retail manager through supervisory conferences, observation of work procedures, and annual performance evaluations. The position will:

- Conduct retail sales at both the thrift store and possibly the consignment store
- Assist at the front counter by calling items and bagging.
- Provide impeccable customer service.
- Assist with simple processing donation tasks such as hanging and tagging items.
- Provide feedback on processing to help maximize safety and efficiency.
- Regularly check and conduct work related communication through a CLA sponsored email account.
- While flexible, the ideal work full time work schedule would be Tue-Sat 9-5,

## **PHYSICAL REQUIREMENTS AND WORKING CONDITIONS**

Work occurs largely indoors and some outdoors and involves a high level of physical activity, including stooping, reaching, standing, and lifting and moving a wide variety of materials (up to 40 pounds; heavier items must be team lifted).

Successful applicants will need to comply with COVID-19 safety mitigations such as related vaccinations.

## **REQUIRED QUALIFICATIONS**

- Demonstrated ability to work in a team.
- Demonstrated ability to provide excellent customer service and remain courteous and cool in challenging situations.
- Demonstrated aptitude to learn iPad-based sales software a plus.
- Demonstrated ability to communicate with coworkers and supervisor.
- Demonstrated problem solving skills.
- Demonstrated ability to contribute to a spirit of diversity and inclusion consistent with the Library's aims.
- Demonstrated ability to work in a busy work environment.
- Bilingual skills in English and Spanish are advantageous.

## **APPLICATION INSTRUCTIONS**

To apply, please send a cover letter, resume, and three professional references as pdf attachments to [bringit@comlib.org](mailto:bringit@comlib.org) using the subject header "Summer Retail First Name Last Name". Please direct all inquiries to Nicole Lichtenberg, operations manager, at [bringit@comlib.org](mailto:bringit@comlib.org).

Applications will be accepted until filled.