

Consign Associate

Gold Mine Consign

POSITION INFORMATION

Title: Consign Associate

Type: full-time, year-round, non-exempt position (40 hours/week; schedule to be determined but will include at least one weekend day)

Location: Ketchum, Idaho

Reports to: Lara Spencer, manager

Compensation: \$20/hour

Benefits: Paid vacation, paid holidays, paid sick time, 85% of health insurance premium paid by employer, retirement plan with 4% match, employer-paid AD&D policy, voluntary vision, short-term disability, and dental plans.

Special Instructions: successful applicants must be vaccinated against COVID and complete criminal background check.

JOB SUMMARY

This individual assists with providing outstanding customer service; helping with consignor relations; processing, pricing, and displaying of consignment merchandise; and assisting with social media postings. The primary objective is to maximize the sales generated from these items as part of the Gold Mine Stores in delivering outstanding customer service.

The Gold Mine retail stores are recognized as vibrant and eclectic stores 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 Consign store specializes in women's fashion, performance wear, accessories, and art. The Gold Mine Stores not only generate operating funds for The Community Library Association, they are also key social and cultural hubs that encourage community sustainability by recovering and reselling secondhand goods.

DUTIES AND RESPONSIBILITIES

The successful candidate will possess excellent customer service and communication skills, a sharp eye for fashion trends, brands, and value and solid computer skills to operate both the front-end retail and the back-end consignment portions of the business.

Work is supervised and evaluated by the Gold Mine Consign manager through supervisory conferences, observation of work procedures, and annual performance evaluations. The consign associate will be:

- Assess and select consignment items from consignors to include in the consignment stores inventory
- Complete consignment process, including listing and sales using the Liberty point of sale
- Work with customers to select outfits and give fashion advice
- Research and price the consignment items
- Provide impeccable customer service
- Provide feedback on processing to help maximize safety and efficiency
- Engage in tracking performance measures
- Regularly check and conduct work related communication through a CLA-sponsored email account
- Assist with retail sales at the Gold Mine Thrift when needed
- Attend all department and CLA meetings

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Work occurs primarily indoors and involves a moderate 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). This position requires a high degree of interaction with the public.

REQUIRED QUALIFICATIONS

- Demonstrated ability to work in a team
- Demonstrated ability to communicate with coworkers and supervisor.
- Demonstrated ability to provide excellent customer service and remain courteous and cool in challenging situations.
- Demonstrated research skills and ability to identify and price donated items.
- Demonstrated problem solving skills.
- Demonstrated ability to contribute to a spirit of diversity and inclusion consistent with the library's aims.
- Basic computer skills, including data entry, retail sales, and communications.

- Demonstrated ability to work in a busy work environment.
- Bilingual skills in English and Spanish are advantageous.

APPLICATION INSTRUCTIONS

This position is open until filled. To apply, please send a cover letter, resume, and three professional references as pdf attachments to bringit@comlib.org. Please direct all inquiries to Nicole Lichtenberg, operations manager, at bringit@comlib.org.