

## Retail Associate Gold Mine

### POSITION INFORMATION

*Title:* Retail Associate

*Type:* full-time, year-round, non-exempt position

*Location:* Ketchum, Idaho

*Reports to:* Retail Manager

*Compensation:* \$18/hour

*Benefits:* paid vacation (10 days initial), paid holidays (11 days), paid sick time (6 days), paid jury duty, paid bereavement, 85% of health insurance premium paid by employer, retirement plan with 4% match, employer-paid AD&D policy, Gold Mine discounts, voluntary vision, dental plans and short-term disability.

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

### JOB SUMMARY

This individual assists critical retail sales, donation pricing, restock with the processing, pricing, and displaying of housewares, books and clothing sorting/pricing and assists, when needed, with cashiering or receiving donations in both the thrift and possibly the consignment stores. 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. The position will also assist with restock efforts, sorting donation and pricing items, help with store pickup and more.

This position is part of an overall Gold Mine team that processes a wide array of donated items. The work requires quick and decisive judgment, strong initiative, and impeccable customer service skills. 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 and possibly the consignment stores, including sales, returns, gift cards, etc.
- Assist at the front counter by calling items and bagging.
- Assist at the front counter with summer and part time associates.
- Provide assistance with set up and merchandise restock.

- Provide assistance with major sales.
- Provide feedback on pricing and quality to the processing area.
- Provide impeccable customer service, welcoming and engaging with customers.
- Test and price housewares items.
- Sort and price incoming clothing.
- Provide feedback on processing to help maximize safety and efficiency.
- Assist with the activities of Gold Mine volunteers.
- Assist with donations and related recordkeeping.
- Regularly check and conduct work related communication through a CLA sponsored email account.
- Attend all department and CLA meetings.

### **PHYSICAL REQUIREMENTS AND WORKING CONDITIONS**

Work occurs both indoors and 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).

### **REQUIRED QUALIFICATIONS**

- Demonstrated aptitude use POS software and/or Microsoft Teams
- Demonstrated ability to work in a team, fostering respectful and constructive dialogues.
- Demonstrated ability to communicate respectfully and constructively 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.
- Demonstrated ability to work in a busy work environment.
- Bilingual skills in English and Spanish are highly 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 "Retail Associate FT First Name Last Name". Please direct all inquiries to Nicole Lichtenberg, director of operations, at [bringit@comlib.org](mailto:bringit@comlib.org).

Applications will be accepted on a rolling basis.