



Processing Associate

Gold Mine Thrift Store

POSITION INFORMATION

Title: Processing Associate

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

Location: Ketchum, Idaho

Reports to: Kelly Noble, processing manager

Compensation: \$19/hour

Benefits: 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, paid time off.

Special Instructions: successful applicants must be able to complete a criminal background check.

JOB SUMMARY

This individual assists 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. Additional donation categories may also be assigned to this individual. 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 but is also a key social and cultural hub that encourages community sustainability by recovering secondhand goods.

The successful candidate will process, price, and display items, including housewares, soft goods, books, artwork 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 Processing manager through supervisory conferences, observation of work procedures, and annual performance evaluations. The processing associate will:

- Test and price housewares items.
- Sort and price incoming clothing.

- Provide feedback on processing to help maximize safety and efficiency.
- Provide assistance with major sales and during the high sale seasons.
- Provide impeccable customer service.
- Assist at the front counter by calling items, bagging, and cashiering.
- 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.
- Quickly, effectively and safely process incoming donations into core streams:
 - Trash, Salvation Army, soft goods/clothing, housewares, reference, off-season, sports, electronics and other.

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 45 pounds; heavier items must be team lifted)

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.
- 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 using the subject header "Processing Associate First Name Last Name". Please direct all inquiries to Nicole Lichtenberg, operations manager, at bringit@comlib.org.

Applications will be reviewed on a rolling basis. This position is open until filled.