



# PARKER COUNTY CENTER OF HOPE

## Job Description The Hope Chest Associate

**Reports to:** Manager – The Hope Chest and CEO

**Job Summary:** The Hope Chest Associate assists the store managers in operating The Hope Chest Resale Store by ensuring donations are accepted, sorted, and processed efficiently. This position requires regular contact and coordination of work with supervisors and other employees, in-person interaction with colleagues, volunteers, donors, supporters, and customers, as well as immediate access to documents, resources, and other information located at Center of Hope.

**Essential Functions:**

- Receiving and processing large amounts of donated goods as well as working with other staff and volunteers in the sales and merchandising functions of the store
- Answers the donations door throughout the day; brings in bags and boxes of donations and provides receipts to donors upon request
- Maintains a system in the receiving areas to maximize the use of resources and keeps the space organized and safe for staff and volunteers
- Sorts incoming donations; places accepted items in designated areas to be cleaned and/or priced; moves shared items into the designated area; discards trash as appropriate
- Works with volunteers and other staff members pricing and stocking store shelves
- Trains and works with other staff and volunteers who are assigned to work in the receiving areas, as needed
- Provides excellent customer service; interacts appropriately with shoppers, donors, volunteers, and other staff members
- Processes sales transactions on the cash register; assists other cashiers as needed
- When requested, assists in closing the store, ensuring that all duties are completed in a timely manner to operate the store efficiently and effectively
- Assists with daily cleaning duties, such as taking out trash, sweeping, mopping, and/or vacuuming the floors, wiping down counters, cleaning windows, keeping restrooms clean and serviced, and other housekeeping tasks as assigned
- Keeps Hope Chest Manager apprised of supply needs and other significant issues related to receiving as they occur
- Trains and supervises other staff and volunteers who are assigned to work in the receiving area when the need arises
- Attends and participates in departmental and Center of Hope meetings and professional development activities as directed
- Other responsibilities, as requested by a supervisors and/or CEO

**Qualifications:**

- Actively involved in a Christian church; personal life reflects strong Christian principles
- U.S. citizenship or permanent residency; legally authorized to work in the US
- High school diploma or equivalent required
- Experience working in retail and/or resale preferred

- Experience working with volunteers preferred; strong interpersonal and communication skills
- Excellent organizational skills
- Able to manage time well and prioritize multiple projects simultaneously
- Experience working with minimal supervision and as part of a team
- Computer skills including Microsoft Office Suite and point-of-sale system (POS) preferred

**Work week expectation:**

- This is a part-time, non-exempt position of approximately 20 hours per week.
- The workweek is generally Monday through Friday; some evening and/or weekend hours may occasionally be required to achieve the goals of the store operation. In the future, the workweek may be expanded to include extended hours and Saturdays.
- Time spent representing COH or conducting other Center business away from the main buildings shall be included in the hours of work listed.

**Physical requirements of this position:**

- Prolonged standing and walking, as well as sitting at a desk and using a computer
- Physically able to bend, stoop, and lift to facilitate receiving and processing of incoming product donations
- Must be able to routinely lift and move boxes, bags, and donated items weighing 10-30 pounds and donated furniture weighing more than 30 pounds. Policies and procedures to receive, move, and distribute heavier items must be followed using appropriate equipment and designated safety protocols
- Must use appropriate safety equipment, as required, and wear close-toed shoes while on the job
- Vision and hearing must be sufficient to interact with other staff, volunteers, donors, supporters, and customers in the store.

In addition to the statements provided in this Job Description, the following Core Values are an integral part of working at Center of Hope. With your signature, you indicate your agreement to the contents of this document as well as the Core Values stated below.

**CORE VALUES**

- **Calling:** The belief that God has called you to serve at Center of Hope in this assigned role.
- **Character:** You possess a sense of ownership in this role. You display integrity in everything you do.
- **Chemistry:** Your values are in close harmony with the mission of Center of Hope. You are able to work well with the team and build unity.
- **Competence:** You have the critical skills and gifts necessary to perform this role successfully and are willing to use them.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

*The statements in this job description describe the general nature and level of work being performed by the employee. They are not an exhaustive list of responsibilities, duties, or skills required and they do not establish a contract for employment. This job description is subject to change at the discretion of the employer with or without notice.*