



Job Title: Treasure Exchange Sales
Reports To: Clothing Program Manager

Department: Clothing Program
FLSA: PT, Non-Exempt, \$15–16-hour DOE

Organizational Overview

Founded in 1961, House of Neighborly Service (HNS) assists and advocates for individuals and families challenged by poverty or situational crisis by providing essential services to meet basic needs.

About the Treasure Exchange

The Treasure Exchange is HNS's community retail space, open to the public, offering new and gently-used clothing, shoes, jewelry, handbags, and more. It provides a dignified shopping experience while generating vital revenue to support HNS's basic need programs and services. Every purchase made at the Treasure Exchange goes directly back into our mission.

Position Summary

The Treasure Exchange Sales position plays a key role in ensuring a positive customer experience by maintaining an organized, clean, and inviting retail space. This position supports daily store operations, including customer service, merchandise processing, and collaboration with volunteers, and team members. A heart for service and a friendly, professional attitude are essential.

Responsibilities

Specific duties include but are not limited to:

- Greet and assist customers warmly, ensuring a welcoming atmosphere.
- Restock, organize, and merchandise items on the sales floor.
- Keep all store areas tidy and presentable, including fitting rooms and storage spaces.
- Process sales transactions using the point-of-sale system accurately and efficiently.
- Balance the cash drawer and follow daily opening/closing procedures.
- Collaborate with the Treasure Exchange Program Manager and volunteers.
- Demonstrate flexibility and teamwork; perform other duties as assigned.
- Represent HNS with professionalism and a commitment to dignity and service.
- Follow all organizational policies, procedures, and safety guidelines.

Qualifications:

- Retail or customer service experience is preferred.
- Strong communication and interpersonal skills.
- Ability to perform basic math and use a point-of-sale system.
- Detail-oriented, organized, and dependable.
- Positive attitude, teachable spirit, and willingness to serve others.
- Commitment to maintaining a respectful, inclusive environment.

EQUAL EMPLOYMENT OPPORTUNITY

House of Neighborly Service (HNS) is dedicated to the principles of equal employment opportunity to all individuals based on job related qualifications and ability to perform a job, without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, veteran status, military obligations, marital status, genetic information, or any other applicable status protected by state or local law. In addition, HNS will provide reasonable accommodations for qualified individuals when appropriate.

Physical Requirements

- Must be able to lift up to 75 pounds occasionally, 30 pounds frequently, and 10 pounds consistently.
 - Requires the ability to sit, stand, walk, bend, climb, kneel, crouch, reach, push/pull, and hear with or without reasonable accommodation.
 - Must adhere to safety procedures and perform duties in a manner that minimizes risk of injury.
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Culture

- Establish professional, caring, strengths-based relationships built on honor, service, unity, and growth.
- Approach daily tasks, teamwork, and communication with excellence, and thoroughness.
- Show respect and appreciation for others, including HNS and Life Center clients and partners.
- Be punctual to work and meetings.

Teach-ability

- Consistent eagerness to learn, listen, apply knowledge, and accept feedback.
- Strong initiative and vision for continuous improvement while contributing to a positive team atmosphere.

Dress Code

- Meets HNS dress and grooming expectation in support of professional, clean and welcoming environments for donors, volunteers, and co-workers.

Work Ethic

- Demonstrate pride and ownership of work while completing tasks, and contributing to the workflow of the Clothing pantry.

Staff

Date

Human Resources

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