



## **WHD Retail Assistant**

**Title: Retail Assistant**

**Supervisor: Retail Manager**

**Overview:** WHD is a non-profit organization that provides the unemployed and underemployed the skills and resources they need to get and keep a good job. Since 1993, WHD has served over 80,000 job seekers at no charge. WHD's Social Enterprise, Déjà New, a high end retail shop, exists to support this mission. The Déjà New Retail Assistant is responsible for assisting the Retail Manager in the profitable and smooth operations of this enterprise. The responsibilities fall into four categories: Sales and Customer Care, Inventory Management, Operations and Marketing. While duties within these categories are the overall responsibility of the Retail Manager and the Retail Assistant, it is understood that the use of volunteers to successfully accomplish the required tasks may be necessary. The Retail Manager with the assistance of the Retail Assistant must make sure that volunteers are properly trained in each function to ensure that the quality of the functions remain high and efficient.

### **Major Responsibilities:**

- Ensure Déjà New attains and maintains profitability through a high level of customer care that includes knowledge of merchandise, personal shopping services, customer follow-up and creative cross selling.
- Manage the customer shopping experience through the practice of continuous organizing, keeping the store fully stocked and continuously turning over old and out of date merchandise.
- Maintain store in a "ready to open" condition, clean and orderly and available for tours and drop in VIP shoppers.
- Assist in WHD Donation Center and prepare donated inventory for the sales floor.
- Purpose to create a store environment that is pleasurable to shoppers. Ambient and social elements in the store environment that include layout, merchandise display, music, lighting and temperature will affect how consumers make inferences about merchandise and service quality.
- Under the direction of the Retail Manager, develop and implement Déjà New Social Media posts that incorporate the appropriate branding of the store and of the organization.
- Perform other duties as assigned.



**Qualifications and Necessary Skills:**

- Bilingual Spanish preferred, but not required
- Bachelor Degree in related field is preferred or at least 2 years of customer service experience
- Two years of Retail Experience is preferred, but not required
- Attention to detail and the ability to work independently
- Superior organization and time management skills
- Excellent interpersonal skills, ability to work with diverse populations
- Effective oral and written communication skills
- Computer skills using MS Office, Internet, Facebook
- Must possess a valid California driver's License and valid automobile insurance and a clean driving record.
- Physical ability to work an 8 hour shift with moderate to heavy physical labor involving frequent lifting of items up to 50 lbs, standing for long periods of time, tagging and sorting, bending, stooping, and reaching, receiving donations, arranging clothing on racks and shelves, loading and unloading the organization's van, etc.
- Flexibility in work assignments and hours

**Schedule:**

Open on Most Holidays

10-15 hours per week (not including Private Parties)

Store Hours:

Thursday 11:00 am to 2:00 pm

Friday 11:00 am to 2:00 pm

Saturday 9:00 am to 4:00 pm

Work Hours:

Friday 9 am to 3:30 pm with ½ hour lunch (6 hours)

Saturday 8:30 am to 5:00 pm with ½ hour lunch (8 hours)

Days and hours may vary depending on schedule, holidays, private parties and store requirements.

**Compensation:**

\$12.50 per hour; non negotiable

Non-Exempt/Part Time Position

No Benefits

*To apply for this position, please send resume and cover letter to [ShopDejaNew@whw.org](mailto:ShopDejaNew@whw.org). No phone calls please.*