

Rural Office of Community Services, Inc.

106 West Ave SW; PO Box 547
Wagner, SD 57380
Phone (605) 384-3883 / Fax (605) 384-3737

Job Description

Job Title: Customer Service/ Outreach

Reports To: Community Closet Supervisor

Coordinates With: Chief Executive Officer, Chief Financial Officer, I.T.

Job Summary

Assist low-income families & individuals to improve their economic and sociological status through linkages with local, state and federal programs.

Responsibilities

- Accept and sort through all donations, separating good merchandise that can be made available to customers.
- Always strive to increase income from the store.
- Display and price all merchandise to be sold in the store.
- Handle sales at cash register.
- Have the store open at the advertised hours.
- Keep the store and surrounding area neat, clean, and attractive.
- Provide accurate end-of-day sales report and make deposit.
- Model respectful interaction with staff, volunteers, customers, and donors.
- Participate in staff meetings and trainings as needed.
- Assists with other work responsibilities as assigned by the Community Closet Supervisor and/or Chief Executive Officer (CEO).

Minimum Qualifications

- Ability to work with families and individuals in economic crisis.
- Experience in the above job responsibilities desirable.
- Ability to work as a team member and serve as a mature associate representative for the Rural Office of Community Services.
- Ability and willingness to work effectively with diverse people and/or populations.
- Ability to act in a kind, decent, and respectful manner at all times.

Education and Experience

- High School Diploma required.

Other Work Related Abilities

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to maintain confidentiality.
- Ability to work well with subordinates, public and families.

Certificates, Licenses, Examinations

- Valid South Dakota Driver's License.
- Other such examination as deemed appropriate and necessary by ROCS.
- Ability to be bonded.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to work in a merchandising setting and lift a maximum of 25 pounds without assistance, required to get assistance for lifting and/or moving any objects of an awkward shape or over 25 pounds.
- Manual dexterity capable of operating cash register, clean, and/or repair merchandise.
- Ability to be on feet majority of the workday.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally exposed to outside weather conditions.
- The noise level in the work environment is usually moderate.

"This agency reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment."

Employee Acknowledgment _____ Date _____