

lenawee humane society

Position Title: Store Associate

Benefits: Negotiable

Starting Salary Range: \$12-14 per hour

Status: Non- Exempt

Working Location: LHS Shelter • 705 W. Beecher St. Adrian, MI 49221

Employment Status: Full Time

Workdays: Tuesday - Saturday

Supervisor: Fundraising Manager

Supervises: No one

Purpose Of Position

The Store Associate will serve full time as the face of LHS by offering excellent customer service to those entering the building or calling on the phone. The Store Associate is responsible for day-to-day operations of the shelter store and fostering good community relations. The Store Associate reports to the Fundraising Manager.

Responsibilities

Job Responsibilities include but are not limited to:

Customer Service (60%)

1. Responsible for ensuring every visitor, customer and donor is greeted within five (5) seconds of walking in the door.
2. Answer a multiple line phone system, manage calls by routing them to the proper extensions or taking messages and delivering them.
3. Accurately communicate necessary information to coworkers.
4. Ensure animal visitors are signing the disclaimer and liability waiver before visiting with any animals.
5. Take payments for donations, appointments, store merchandise, etc., in person or over the phone, by cash, check or card.
6. Scheduling appointments for Nail Trim, Bath, or Microchip appointments.
7. Assist prospective adopters and volunteers with general animal or shelter questions.
8. Accepts deliveries and retrieves the mail, organizes, and distributes according to procedures.

Team and Administrative (30%)

1. Follow, support and model all departmental Standard Operating Procedures.
2. Perform all duties associated with opening and closing the store register.
3. Complete deposit daily and submit to the Finance department.
4. Retrieve mail daily and follow mail opening procedure.
5. Responsible for taking any visitor, customer, or donor complaints to a supervisor.
6. Responsible for navigation and use of the PetPoint Data Management System and Clinic HQ software.

7. Prepare merchandise orders as needed and submit to Finance Department for approval prior to order placement.
8. Keep accurate inventory of all store merchandise.
9. Attend all weekly staff meetings.
10. Attend and assist with fundraising events and activities as needed on and off site.
11. Exhibit positive working attitude by demonstrating respect for fellow workers, donors and customers.

Housekeeping and Maintenance (10%)

1. Ensure the store's presentation is at its best including floors swept and mopped daily, goods placed in a clutter free fashion, and donations put away.
2. Keep working area professional and free from clutter.
3. Ensure all customer information is kept confidential from other customers.
4. Clean and maintain kennels and facilities when assistance is needed.
5. All other duties as assigned.

Requirements

- 1-4 years of prior retail related experience.
- Possess a valid Drivers License
- Ability to lift up to 50 pounds, 120 pounds with assistance, stand, squat, bend and climb on a daily basis.
- Must be flexible and able to change assignments when circumstances require.
- Must possess tact and patience necessary to work with the public.
- Ability to attend trainings and educational seminars (whether local or out of town).
- Ability to express and implement rules in regards to adoption and foster procedures.
- Proficient in Microsoft Office, data entry and reporting, and the ability to learn applicable shelter software.

Work Conditions

- Ability to withstand excessive barking at times. May encounter strong odors, including chemicals used for disinfecting.
- Position may create emotional fatigue due to the number of abused and neglected animals entering and leaving the shelter.