



JOB DESCRIPTION

JOB TITLE: Keyholder, Oregon Coast Humane Society Thrift Store

REPORTS TO: Executive Director

HOURS: 20+ hours per week, depending on organization needs

GENERAL SUMMARY

The Keyholder is responsible for overall store operation including collection of donations, processing, sales, personnel and volunteer management, financial performance, and loss control activities. Must adhere to Oregon Coast Humane Society (OCHS) rules, policies, and safety procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

STORE OPERATION

- Oversee the proper handling and processing of incoming and outgoing donations, merchandising, and processing goods.
- Maximize sales performance through proper rotation, display, and signage.
- Ensure that quality customer service is presented and provided by employees and volunteers to all shoppers, donors, employees, and volunteers. Effectively respond to customer complaints or inquiries.
- Ensure that open communication exists at all levels in the store.
- Ensure that the store is stocked to full capacity at all times.
- Maintain a well-groomed appearance and acceptable dress in compliance with OCHS guidelines.
- Maintain sales floor appearance, cleanliness, and shopping environment including but not limited to floor care, fitting rooms, cash register, and customer service areas, aisles, trash cans, lights, glass showcases, window ledges and doors.
- Maintain doors, odor control, cash registers, and restrooms in proper working order.

- Maintain the appearance of the building exterior and parking lot, including but not limited to windows, doors, sidewalks, parking lot lights, dumpster area, landscape, store entry and signage.
- Maintain proper area appearance, housekeeping, and overall work environment.
- Maintain all machinery in proper working order.
- Maintain a complete and open dialog with the Executive Director and Store Manager regarding any development within the scope of the Keyholder.
- Demonstrate attention to and understanding of sound business practices.
- Develop and maintain smooth, cooperative working relationships and communications while demonstrating an awareness of and consideration for the opinions and feelings of others.
- Promote the development of OCHS's vision of growth and efficiency.
- While performing the duties of this job, the employee is frequently required to stand, walk, and talk or hear. The employee is occasionally required to reach with hands and arms.
- The employee must frequently lift and/or move up to 10-25 pounds and occasionally lift and/or move up to 40 pounds.
- Specific vision abilities required by this job include close vision, color vision, and depth perception.

ESTATE SALES AND EVENTS

- Pick up donations and deliver purchased items for the thrift store, events, and estate sales.
- Perform event set-up and support.
- Provide expertise regarding pricing.

SAFETY AND LOSS PREVENTION

- Maintain a safe working conditions and properly train employees and volunteers to perform in a safe manner.
- Ensure the store and surrounding premises are kept clean and free of safety hazards and that safety procedures are understood and followed by all store employees and volunteers.
- Ensure that Loss Prevention and security matters are reported, investigated, and corrected in a timely manner.
- Ensure the proper operation of store security and safety systems including, but not limited to door locks, alarms, bank deposits, safe, incident reports, fire extinguishers, and cash handling procedures.
- Ensure the proper handling of cash through enforcement of cash register procedures, and accurate and timely submission of proper reports.

HUMAN RESOURCES

- Hire, train, and direct the activities of store volunteers to provide an efficient and effective workforce. Maintain the morale of the workforce.
- Plan and prepare work schedules and assign volunteers to perform specific duties.
- Ensure proper adherence by store staff and volunteers to company policies and procedures.
- Employee must immediately inform the Executive Director of any arrests and/or convictions that occur while employed with OCHS.

WORK ENVIRONMENT/HAZARDS

- Limited hazards due to lifting, pulling, and pushing merchandise by self or others.
- Requires a high level of adaptability and flexibility.
- Field of work includes office, donation area, production area, and store sales floor and surrounding grounds.

COMPETENCY

To perform the job successfully, an individual should demonstrate the following competencies:

Technical Skills – Strive to continuously build knowledge and skills.

Customer Service – Respond promptly to customer needs; respond to requests for service and assistance; meet commitments.

Interpersonal Skills – Remains open to others' ideas and tries new things.

Oral Communication – Respond well to questions.

Teamwork – Give and welcome feedback; support everyone's efforts to succeed.

Ethics – Uphold organizational values.

Organizational Support – Follow policies and procedures.

Motivation – Measure self against standard of excellence.

Professionalism – Approach others in a tactful manner.

Quality – Complete work in a timely manner; strives to increase productivity.

Safety and Security – Observe safety and security procedures, report potentially unsafe conditions.

Adaptability – Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time.

Dependability – Take responsibility for one's own actions.

Initiative – Ask for and offer help when needed.

Innovation – Generate suggestions for improving work.

QUALIFICATIONS

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Must be able to meet and communicate effectively with the public.
- Must be able to read and write.
- Must be able to function independently and as part of a team.
- Must be at least 18 years of age.
- Must be able to do heavy lifting, stand, walk, carry, push, stoop, bend, twist, crouch, grasp, kneel, and climb.
- Must not present a direct threat to the safety and health of self, others, or to property.
- Must provide identification and eligibility to work in the United States of America.
- Must be able to communicate effectively with co-workers and customers.
- Must exercise good judgment.
- Be flexible in work assignments to accommodate changing organization demands.
- Must have sufficient command of the English language to communicate with customers, co-workers, and supervisors.
- Report for scheduled work regularly and on time; notify supervisor as soon as possible regarding the need and expected length of time of any absence.
- Must be able to perform essential functions of the Keyholder job description task analysis with or without accommodation.

This job description is not intended to be an exhaustive list of all duties, responsibilities, skills, efforts or working conditions or qualifications associated with this position.

Oregon Coast Humane Society is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, gender identity, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Oregon Coast Humane Society makes hiring decisions based solely on qualifications, merit, and business needs at the time.