

E-Commerce and Thrift Shop Assistant

Job Description

The Trinity Thrift Shop is an Enterprise Ministry that supports the faith, missions, and ministries of Trinity United Methodist Church.

Title: E-Commerce and Thrift Shop Assistant

Reports to: Thrift Shop Director

Hours: Tues. – Sat. 8:45am – 3:15pm (*30 hours per week/ 30 minutes unpaid lunch time*)

Priorities: 60% E-Commerce-related activities; 40% Thrift Shop support

Job Type and Pay: Full Time; \$14.00/hour

Purpose: The E-Commerce and Thrift Shop Assistant is responsible for leading the development and sustained growth of an e-commerce presence, and assisting with the daily tasks of a fast-paced thrift shop by supporting the retail shop.

Skills and Responsibilities:

- In conjunction with the Thrift Shop Director and management team, develop a strategy for establishing an e-commerce presence, and direct the execution of e-commerce sales and marketing activities.
- Manage the day-to-day e-commerce operations: customer service, updates, listings, promotions, merchandising, shipping, maintenance and performance.
- Drive revenue growth through the e-commerce presence
- Demonstrate the ability to provide excellent customer service by effectively assisting and communicating with customers in the shops, over the phone and online
- Facilitate sales by operating the register, applying discounts as advertised, noting discrepancies, keeping the checkout counter clean and tidy, and assisting customers with merchandise as needed

- Test, clean or repair items to ensure products are acceptable and in working order

- Coordinate and communicate effectively with coworkers to fulfill assigned duties
- Maintain a clean, organized work and storage area
- Contribute to team effort by accomplishing tasks as needed in a timely manner

Proficiencies:

- Proficient with office computer systems including Microsoft Office
- Working knowledge of popular social media and selling platforms
- Understanding of effective, discerning internet search practices

Essential Requirements:

- High School diploma, or GED
- Self-motivated and able to work independently as well as part of a team in a fast paced environment with changing priorities.
- Problem-solving attitude with an ability to make decisions and communicate solutions
- Excellent oral and written communication skills
- Previous retail or resale experience a plus
- Ability to lift up to 25 lbs.