



JOB ANNOUNCEMENT

Job Title:	Store Associate
Job Number:	15-056
Location:	Denver – 4890 Pecos Street, Denver, CO 80221
Department:	Education & Employment
Reports to:	Peak Thrift General Manager
Supervises:	None
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

COMPANY OVERVIEW

Founded in 1988, Urban Peak is the only non-profit organization in Denver that provides a full convergence of services for youth ages 15 through 24 experiencing homelessness or at imminent risk of becoming homeless. Our goal is to help these youth overcome real life challenges and become self-sufficient adults.

Peak Thrift is Urban Peak's thrift store social enterprise that is scheduled to be open this November. Not only will 100% of store proceeds go to Urban Peak to support programs for Denver's opportunity youth, but Peak Thrift provides youth with paid training opportunities that teach on the job skills and valuable retail and customer service experience that aligns with career pathway development. In addition, young adults who have completed Urban Peak's job readiness programs and are transitioning into housing are able to shop at Peak Thrift at no, or very little, cost to them.

JOB SUMMARY

Under the direction of the Peak Thrift General Manager, and through daily collaboration with Key Associates, the **Store Associate** will be responsible for delivering above and beyond customer service and carrying out daily store operations to accomplish established store goals. Store Associates are responsible for role modeling and encouraging a supportive and positive work environment that helps foster internal and external customer satisfaction and maximizes productivity and profitability. Associates will work alongside new team members to help teach and role model Peak Thrift procedures, and will bring any pertinent team member issues of concerns directly to the General Manager. Store Associates role model appropriate work ethics and boundaries when working with youth associates and volunteers. In addition, Store Associates participate in daily team huddles, contribute ideas, and bring customer concerns or store issues to the table for discussion with the team. Store Associates participate in daily store activities to help accomplish established store goals.

QUALIFICATIONS

- A high school diploma or equivalent, or a minimum of 1 to 3 years of retail experience; or an equivalent combination of education and experience
- Proven above-and-beyond customer service skills
- Positive attitude and examples of excellent teamwork skills
- Excellent time management skills
- Ability to interact cooperatively and work as a team towards a common goal
- Willingness to work as a team to accomplish goals and daily store operations
- Ability to interpret all policies and procedures to resolve customer and employee issues
- Must pass both federal and state background checks

JOB DUTIES

The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.

General Operations

- Carries out daily, weekly, and monthly shop operations; open and close shop
- Carries out store operations including sorting, tagging, hanging and placement on the sales floor
- Store upkeep including cleaning, organization and acquiring supplies as needed
- Assist new staff and volunteers with store processes and procedures
- Communicates any issues or concerns with other team members to the General Manager
- Work with other staff as a member of the Urban Peak team to facilitate youths' personal growth
- Assist other staff in maintaining a safe and clean facility
- Cooperate and participate with appropriate community organizations

Marketing & Branding

- Maintains brand standards through regular visual merchandising, displays and stock rotation
- Demonstrates a high level of customer service on the sales floor
- Role models above and beyond customer service and selling behaviors

Budget & Reporting

- Cash operations including ringing and drawer reconciliation
- Ensures completion of store's daily task list
- Sign off on duties completed as assigned or agreed upon
- May provide occasional administrative and operational paperwork in the absence of Key Associates
- May be asked to occasionally assist with bookkeeping and sales records under direction of the GM

WORK SCHEDULE

We have multiple positions available with a flexible work schedule and every Sunday off!

- 32+ hours per week
- 20+ hours per week
- Relief – works as need (*minimum 8 hour shift*)

COMPENSATION & BENEFITS

The starting hourly rate for this position is between \$11.00 to \$13.00. Some positions may be eligible for benefits. Our benefits package includes life, disability, medical & dental insurance, 403(b) plan, paid time off, sick time bereavement time, jury duty, holidays and a RTD Eco Pass.

TO APPLY

Please submit cover letter, resume, and the names and telephone numbers of three (3) professional and/or academic references to:

Urban Peak
ATTN: Peak Thrift General Manager
730 21st Street
Denver, CO 80205
Fax: (303) 295-6116
E-mail: kathryn.westphal@urbanpeak.org

All attachments should be in Microsoft Word (.doc) or portable document format (.pdf). In the subject field of the email include the job number, job title, and your first and last name. (Example: Job Number - Job Title - Last Name, First Name).

This position will be filled as soon as a qualified candidate is identified. Due to limited staffing resources we are unable to respond to phone inquiries, including calls to check on the status of a submitted application. Applicants will only be contacted if selected for an interview.

This job announcement is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.

Urban Peak is an equal opportunity employer and seeks a diverse pool of applicants.