

JOB DESCRIPTION

Title: Post Falls Thrift Store Cashier

Reports To: Thrift Store Manager

FLSA Status: Non-Exempt

Prepared By: Karen Swanstrom

Ministry: Benevolence

Classification Grade: T-1

Approved By: Human Resources

Approved Date: September 24, 2018

Essential Organizational Core Values

- **As an Individual Leader:** The Post Falls Thrift Store Cashier is responsible for taking the leadership of all ministry functions they oversee. Personally live out RLM's Organizational Core Values and 7 Ministry Essentials. Ensure the leadership of the ministries they oversee also embody and are living out RLM's Organizational Core Values and 7 Ministry Essentials. Responsible for the effective execution of the Essential Job Functions of this role as detailed below.
- **As a Team Member on the Benevolence Team and RLM Staff Team:** The Post Falls Thrift Store Cashier has a responsibility to collaborate as a team member on their immediate team as well as the RLM Staff Team as a whole, to accomplish church wide objectives and goals as well as the Benevolence team objectives as well as goals for their immediate team. They are responsible for removing obstacles that would hinder collaboration and cooperation across different ministries.

Job Summary

1. Primary Responsibilities (80 %)

- Receives payment by cash, check or credit card; issuing change and receipt to customer.
- Reads and records totals shown on cash register tape and verifies against cash on hand upon closing.
- Possesses knowledge of Thrift Store policies, prices and merchandise.
- Operates cash as well as petty cash.

2. RLM Staff Relations and Team Function (10 %)

- Collaboratively works with RLM Thrift Store Staff to ensure the Thrift Store Team is effectively supporting RLM ministry functions.
- Proactively engages with RLM Thrift Store Staff and volunteers to identify how to better support them.
- Demonstrates an infectious, positive attitude while interacting with RLM Thrift Store Staff, volunteers and the community.
- Participates collaboratively in Staff workgroups when appropriate.

3. Miscellaneous (10 %)

- Represents Christ and the Church in the community in a Godly way.
- Values and abides by the expectations of being a member of the church found in our 101, 201 and 301 class.
- Customer Service – Responds promptly to customer needs. Manages and resolves problems as well as difficult or emotional customer situations, utilizing the Store Manager and/or Assistant Manager when necessary.
- Interpersonal Skills - Focuses on solving conflict while not blaming others. Maintains confidentiality. Listens to others without interrupting. Keeps emotions under control.
- Organizational Support - Follows policies and procedures.
- Ethics - Treats people with respect. Keeps commitments. Works ethically and with integrity. Upholds Real Life Ministries' Mission Statement and Values.

- Oral Communication - Speaks clearly and persuasively in positive as well as negative situations.
- Judgment - Includes appropriate people in decision-making process. Makes timely decisions.
- Professionalism - Approaches others in a tactful manner. Reacts well under pressure. Treats others with respect and consideration regardless of their status or position. Accepts responsibility for one's own actions.
- Safety and Security - Observes safety and security procedures. Reports potentially unsafe conditions.
- Adaptability - Adapts to changes in the work environment. Able to deal with frequent change, delays or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time.
- Dependability - Follows instructions and responds to management direction. Takes responsibility for one's own actions.

Qualifications, Required Skills and Competencies:

- A heart for God that is evidenced by proven character and a spiritual-mindedness that understands that "apart from Christ we can do nothing." – Abiding in Christ.
- A shepherd's temperament; servant-leader/mentor attitude and inclination.
- Strong interpersonal skills with the ability to communicate persuasively and compassionately; both orally and in writing.
- Strong biblical foundation for wise management in a church setting.
- Able to establish and maintain appropriate standards for the accomplishment of ministry in a way that honors both God and people.
- Since we work primarily in teams at RLM; must understand group dynamics and ensure effective consensus building and decision-making.
- Personal initiative and diligence, which produces follow-through in tasks.
- Solid biblical/theological convictions, which are aligned with Real Life Ministries' Doctrine and Statement of Faith.
- A willingness to grow and adapt to the inevitable changes found in a local church.

Physical Abilities required

- While performing the duties of this job, the employee is regularly required to stand as well as sit. Hands and arms must be fully functioning so as to reach, hold, handle or feel. Acute hearing as well as vision is necessary to function well in this position.
- While performing the duties of this job, the employee is regularly required to stoop, kneel or crouch. The employee must be able to lift and/or move up to 25 pounds.

Disclaimer(s)

- The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.
- Volunteering- We recognize there are many ministry areas to serve in at Real Life Ministries and you may feel called to serve in those areas on a volunteer basis. Real Life Ministries would like to support you in your desire to serve. Any hours served in volunteer ministry are not required for this position that you have been hired for and as such will not be compensated.

Employee Name: _____

Employee Signature _____ Date _____