



POSITION TITLE: **House of Mercy Associate**

REPORTS TO: Donation Center Coordinator

Position Summary: In accordance with the standards of the House of Mercy and in union with the Magisterium of the Catholic Church practices and policies, the House of Mercy Associate plays an important role at House of Mercy. The House of Mercy Associate will oversee Thrift Store, Donation Center, or Food Pantry operations as assigned, along with other key business functions related to House of Mercy. They will ensure that all processes and all similar components essential to the smooth and effective operation of House of Mercy are carried out in a professional and merciful manner.

The House of Mercy Associate will play a vital role in contributing to the total effectiveness of the Mission, communicating openly, solving problems proactively, offering creative ideas and working as a positive, engaged team member. Flexibility and a cooperative spirit are crucial characteristics of the individual who holds this position.

Responsibilities:

GENERAL

- Comply with House of Mercy established standards, policies, and rules of conduct for all employees and volunteers
- Maintain regular communication with supervisor and the immediate manager of each assigned area
- Participate in staff meetings as required
- Training and working with volunteers in all departments, including welcoming & instructing service groups when needed

THRIFT STORE

- Oversee customer service and sales, creating and maintaining a customer friendly atmosphere
- Responsible for bringing in new sales, helping with pricing strategies and gaining customer feedback
- Cleanliness and organization for Thrift Store including maintaining clean working and shopping areas, restrooms, and organized merchandise for customers
- Merchandising the thrift store in customer-oriented ways, maintaining a boutique atmosphere
- Opening, closing, and cashing out the registers as needed
- Other duties as assigned

DONATION CENTER

- Manage warehouse operations and volunteer staff to ensure effective receipt, documentation and routing of donations
- Price items, manage inventory, quality control and storage
- Safeguard operations with appropriate safety & security protocols, keeping the warehouse clean and organized

- Ensure that the donation center is opened on time and secured at the end of each day
- Manage vendor operations as assigned
- Welcome, instruct, and oversee service groups
- Other duties as assigned

FOOD PANTRY

- Learn the ins and outs of the food pantry and client services
- Ensure effective receipt, documentation, and routing of incoming donations
- Maintain warehouse standards of quality control and storage procedures, along with cleanliness and organization
- Properly manage, record, and inventory outgoing client assistance
- Other duties as assigned

Job Requirements:

- High School Diploma or GED preferred
- Trustworthy and honorable, especially in dealing with money
- Be in good physical health, and able to lift heavy objects (up to 50lbs) and stand for long periods of time
- Excellent communication skills
- Well Organized
- Have good spatial awareness
- Outstanding customer service and people skills
- Flexibility and willingness to grow
- Competency in Microsoft Word and email

Work Hours:

Part time: 32 hours/week, plus extra hours as needed