



Job Description

Title: Thrift Store Receiving Room Clerk
Reports To: Thrift Store Manager
FLSA Status: Non-Exempt
Prepared By: Karen Swanstrom
Hours: 17 per week

Ministry: Thrift Store
Classification Grade: T-1
Approved By: Human Resources
Approved Date: October 6, 2022

Essential Organizational Core Values

The **Thrift Store Receiving Room Clerk** is responsible to champion Real Life Ministries' Vision, Mission, Methodology, and Strategy in two primary ways:

- **As an Individual Leader:** The **Thrift Store Receiving Room Clerk** is responsible for taking the leadership of all ministry functions they oversee. Personally live out Real Life Ministries' Organizational Core Values and 7 Ministry Essentials. Ensure the leadership of the ministries they oversee also embody and are living out Real Life Ministries' 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 Thrift Store Team and Real Life Ministries Staff Team:** The **Thrift Store Receiving Room Clerk** has a responsibility to collaborate as a team member on their immediate team as well as the Real Life Ministries Staff Team as a whole, to accomplish church wide objectives and goals as well as the Thrift Store 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 (95%)

- Oversees the receiving room at the Thrift Store.
- Supervises receiving room volunteers as well as community service people assigned to the receiving room.
- Receives donations from donors and issues receipts upon request, while obtaining donor's signature on donations log.
- Sorts incoming donations by category for processing.
- Lifting and moving heavy furniture, appliances and household items is often required.
- Maintains a tidy receiving room as well as drop-off and dumpster area.
- General clean-up includes emptying trash cans, sweeping, cutting down cardboard for recycle dumpster, etc.
- May occasionally be placed in a mentoring role.

2. Real Life Ministries Staff Relations and Team Function (5 %)

- Collaboratively works with Real Life Ministries' Thrift Store Staff to ensure the Thrift Store Team is effectively supporting Real Life Ministries' ministry functions.
- Proactively engages with Real Life Ministries' Thrift Store Staff and volunteers to identify how to better support them.
- Demonstrates an infectious, positive attitude while interacting with Real Life Ministries' Thrift Store Staff, volunteers and the community.

Qualifications, Required Skills and Competencies

- 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 Director 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.

Real Life's Core Competencies, as defined in our 3 C's document, necessary to succeed in this role:

- Self-Awareness
- Initiative
- Respect
- Assume the best
- Unity

Spiritual Aspects of Job Requirements:

- 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 Real Life; 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.

- 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 and 301 class.

Physical Demands

- While performing the duties of this job, the employee is frequently required to stand as well as walk. 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, crouch or climb. The employee must be able to lift and/or move up to 100+ pounds. The employee must be mindful of their safety and well-being so as not to perform a duty beyond their capability without assistance.

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: Real Life Ministries has many volunteer opportunities. As an employee of Real Life Ministries, any time spent during your normal work hours or fulfilling your job description duties for the specific ministry area you are a part of will be considered hours worked and you will be compensated for those hours. If you desire to volunteer in another area of ministry within Real Life Ministries, and it falls outside of your normal working hours, you can do so by filling out an Employee Volunteer Acknowledgement Form and turn it into HR.

Employee Name: _____

Employee Signature _____ Date _____