HOMELESS EMPOWERMENT PROGRAM

JOB DESCRIPTION

Title: Warehouse & Operations Associate
Reports to: Thrift Store Manager
Department: Thrift Store
FLSA Status: Non-Exempt
Work Schedule: Full-time; five (5) days per week, Monday through Saturday. Schedule may vary based on operational needs and may include holidays or special events.

The Thrift Store Warehouse & Operations Associate supports the day-to-day operations of the HEP Thrift Store by receiving, sorting, organizing, pricing, and preparing donated merchandise for sale. The Associate will also provide support at the cash register and assist with scheduled donation pickups and deliveries as needed. The position requires someone who is dependable, organized, physically active, customer-focused, and comfortable working in a fast-paced environment.

The Warehouse & Operations Associate works closely with the Thrift Store Manager and team to maintain an organized, clean, safe, and productive warehouse and donation area while providing excellent customer service to donors and shoppers.

DUTIES AND RESPONSIBILITIES

- Receive and assist donors with the drop-off of donated merchandise in a courteous and professional manner.
- Sort incoming donations according to established HEP Thrift Store guidelines.
- Inspect merchandise for quality, condition, cleanliness, and safety.
- Separate merchandise for the sales floor, recycling, disposal, or other designated purposes.
- Follow established procedures for handling damaged, unsellable, or potentially hazardous merchandise.
- Move, lift, load, unload, and transport merchandise throughout the warehouse, donation area, and store.
- Organize merchandise in designated areas to maintain an efficient warehouse workflow.
- Prepare merchandise for the sales floor, including cleaning, tagging, pricing, hanging, folding, and packaging as appropriate.
- Maintain accurate organization of back-stock and inventory areas.
- Assist with receiving and preparing large donations and scheduled donation pickups.
- Operate carts, dollies, and other equipment safely and appropriately.

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- Maintain clean and orderly work areas, including the warehouse, loading/donation area, and other assigned areas.
- Price donated merchandise using established pricing guidelines.
- Research or seek guidance on unusual, specialty, vintage, or higher-value items when appropriate.
- Ensure merchandise is properly tagged and prepared for sale.
- Assist retail staff with replenishing merchandise and maintaining an organized sales floor.
- Operate the cash register and process customer transactions as needed.
- Support the sales floor during busy periods or when additional staffing is needed.
- Provide friendly and respectful service to donors, customers, volunteers, and HEP staff.
- Answer basic questions regarding donations, store procedures, and merchandise.
- Represent HEP positively and professionally at all times.
- Follow all HEP policies and procedures, including safety, loss prevention, and workplace conduct requirements.
- Work cooperatively with the Thrift Store Manager, team members, volunteers, and other HEP departments.
- Assist with training and providing direction to volunteers performing warehouse and donation-related activities.
- Maintain dependable attendance and punctuality.
- Complete assigned tasks efficiently within established timeframes.
- Assist with scheduled residential and business donation pickups.
- Safely load, secure, transport, unload, and organize donated goods.
- Perform other duties as assigned by the Thrift Store Manager or Team Leads.

EDUCATION, KNOWLEDGE AND SKILLS

- High school diploma or GED.
- Previous experience in retail, warehouse, donation processing, material handling, or customer service preferred.
- Ability to safely lift, carry, push, and pull merchandise and supplies.
- Ability to work in a fast-paced, physically active environment.
- Ability to work independently while also functioning effectively as part of a team.
- Strong organizational skills and attention to detail.
- Ability to communicate effectively and professionally with customers, donors, volunteers, and coworkers.
- Ability to follow written and verbal instructions.
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic and economic groups

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WORKING CONDITIONS

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions.
- Ability to lift up to 50 pounds. Anything over 50 pounds requires a team lift.
- Continuous use of arm, hands, continuous bending, reaching and twisting and on feet up to 100% of shift.

The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job and be a reasonable representation of its activities.

HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.

_____ _____

Employee Signature Date

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Employee Legal Name