



FOSTER & ADOPTIVE CARE COALITION

FOR EVERY CHILD... A PLACE TO CALL HOME

Sales Associate

Department:	ReFresh/ReSource/YIC	Date Prepared:	08/16/2024
Prepared by:	Rossi Summers	Reports to:	Director of ReFresh
FSLA Status:	Full-Time, Exempt		

Summary of Position

As a Sales Associate at ReFresh/ReSource/YIC, you will be responsible for providing excellent customer service, maintaining store cleanliness and organization, and supporting the overall sales, families support, and operations of the store. You will assist customers and families in finding items, processing transactions, and ensuring a positive shopping experience. Your role is vital in promoting the mission of the store and supporting our commitment to sustainability and community service.

Essential Functions & Responsibilities

Customer Service

- Greet and assist customers and families in a friendly and professional manner.
- Provide information on products, promotions, and store policies.
- Resolve customer and family inquiries and complaints efficiently and courteously.
- Encourage repeat business by building positive relationships with customers and families.

Sales and Transactions

- Operate cash registers and handle transactions accurately.
- Process sales, returns, and exchanges in compliance with store policies.

Address

1750 S Brentwood Blvd., Suite 210
St. Louis, MO 63144

Phone / Fax

Office: 800.FOSTER.3 (314.367.8373)
Fax: 314.241.0715

Website

www.foster-adopt.org



- Assist customers with fitting room needs and provide recommendations based on customer and family preferences.
- Achieve individual sales targets and items provided to families, and contribute to store sales goals established by Director of ReFresh.
- Assist with all duties in ReSource and YIC area (helping families, sorting items, etc.)

Merchandising and Inventory

- Assist with receiving, tagging, and displaying merchandise.
- Ensure that products are organized, neatly displayed, and properly priced.
- Monitor and restock inventory levels as needed.
- Assist in conducting regular inventory counts and maintaining accurate records.

Store Maintenance

- Maintain cleanliness and orderliness of the store, including sales floor, fitting rooms, and back stock areas, ReSource, and YIC area.
- Follow store opening and closing procedures.
- Report any maintenance or safety issues to the Store Manager and Director of ReFresh.

Team Collaboration

- Work collaboratively with team members to achieve store and agency objectives.
- Participate in team meetings and training sessions.
- Assist with special events, promotions, and other store and agency activities as required.

Mission Support:

- Promote the mission of the Coalition and its commitment to sustainability and community service.
- Educate customers about the benefits of shopping at a resale store and the impact of their purchases.

Agency Accountability

- Complete daily activity log.
- Navigate and use various software packages to obtain, collect, and track program data in a timely manner as required by the funder and/or the Foster & Adoptive Care Coalition. This includes but is not limited to Salesforce.
- Is receptive and responsive to training, coaching, supervision, and feedback; works well in team setting.
- Maintain an up-to-date Outlook calendar.
- Adhere to the Coalition's Shared Values, Employee Code of Conduct, and Employee Code of Ethics.
- Participate in team and agency meetings and/or individual professional consultations. The majority of these meetings should be attended in person (virtually during pandemic restrictions).
- Respond to communication from staff, clients, and professionals in a timely manner.
- Follow procedures for meeting and consulting with supervisory staff.

Address

1750 S Brentwood Blvd., Suite 210
St. Louis, MO 63144

Phone / Fax

Office: 800.FOSTER.3 (314.367.8373)
Fax: 314.241.0715

Website

www.foster-adopt.org



- Respect and demonstrate understanding for differences including the ability to interact effectively with individuals regardless of race, religion, gender, gender identity and expression, national origin, sexual orientation, age, disability, and socioeconomic status

Department Specific / Non-Essential Functions

- Other duties as assigned with or without accommodation.
- Supports the Coalition's mission – attends special events, training events, and other "all hands-on deck" activities.

Qualifications & Requirements

Education

Minimum of high school diploma.

Experience, Skills & Qualifications

- 5 Years retail or customer service experience preferred.
- Strong interpersonal and communication skills, basic math skills, and the ability to operate a Point of Sale (POS), cash register, and Salesforce database.
- Positive attitude, reliability, flexibility, and a passion for sustainability and community service.
- Strong organizational and time management skills and ability to multitask.
- Must be a self-starter, driven, and highly organized.
- Strong problem-solving skills and analytical abilities.
- Flexibility to support the agency through rapid growth
- Strong interpersonal skills to interact positively with all employees.
- Attention to detail to ensure tasks are completed thoroughly and correctly.

Additional Skills/Competencies necessary to carry out services to the service population's culture and socio-economic characteristics

- Requires an understanding of diversity (racial, ethnic, religious, socio-economic, etc.) as well as sensitivity to the situations of the children and families the organization serves.
- Stresses a respect for the confidentiality of the children and families the organization serves.
- Requires a clean criminal history.
- Must fulfill the responsibility as a mandated reporter in the State of Missouri.
- Behaves with integrity, demonstrates high ethical standards, and displays a positive image of the Foster and Adoptive Care Coalition.
- Demonstrates accountability for results and keeps commitments to others.

Address

1750 S Brentwood Blvd., Suite 210
St. Louis, MO 63144

Phone / Fax

Office: 800.FOSTER.3 (314.367.8373)
Fax: 314.241.0715

Website

www.foster-adopt.org



Organizational Relationships/Scope

- This position reports to the Director of ReFresh with the support of the Chief Operating Officer. Collaborative consultation will be sought from all teams.

Working Conditions

- This position entails work in the ReFresh store/ReSource/YIC and Coalition office.
- While performing the duties of this job, the employee is required to communicate effectively.
- The physical requirements of this job include sitting, standing, walking, climbing stairs, lifting up to 50 lbs., pulling and/or pushing on occasion.
- Use of a personal automobile for local travel to multiple sites may be required.
- The Coalition office is considered home-base with primary office hours Monday-Friday 8:30 AM – 4:30 PM CST; ReRefresh hours are 10:00 AM – 7:00 PM.
- This position requires flexibility as some evening and weekend hours are required to meet the expectations of this position.

Agency Shared Values

Employees of the Foster & Adoptive Care Coalition agree to hold themselves and their colleagues to the following values:

- **Equity:** We insist on fairness and respect. We are deliberate in ensuring everyone has safety, opportunity, access, and support to be heard.
- **Family:** We are family. We are connected and support one another in meeting the needs of our own families and the families we serve. We assume the best and are committed to each other.
- **Diversity:** We celebrate differences and harness the power that diversity brings. Every viewpoint is heard and honored. We are stronger because of our differences.
- **Innovation & Excellence:** We are intentional about knowing better and doing better, using innovation and solution-focus approaches with courageous passion and excellence.
- **Inclusion:** We respect, leverage, and engage everyone's unique strengths and talents so each individual can contribute to their full potential.
- **Integrity:** We are an agency built on integrity, maintaining a culture of trust, respect, transparency, and honesty. We walk in our truth and uphold ethical standards.
- **Courage:** We stand up for each other and what is right for our clients and stakeholders with truth, vulnerability, and accountability.
- **Teamwork & Collaboration:** We develop and maintain authentic relationships by being flexible and open-minded and maximizing the strengths of everyone in the team to accomplish the best outcome for our children and families. Everyone contributes in leadership.

Address

1750 S Brentwood Blvd., Suite 210
St. Louis, MO 63144

Phone / Fax

Office: 800.FOSTER.3 (314.367.8373)
Fax: 314.241.0715

Website

www.foster-adopt.org



Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for this position. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Printed Employee Name:		Date:	
Employee Signature:			

Address

1750 S Brentwood Blvd., Suite 210
St. Louis, MO 63144

Phone / Fax

Office: 800.FOSTER.3 (314.367.8373)
Fax: 314.241.0715

Website

www.foster-adopt.org

