



## Job Description

**Title:** Thrift Store Cashier & On Call  
**Reports To:** Thrift Store Manager  
**FLSA Status:** Non-Exempt  
**Prepared By:** Karen Swanstrom  
**Hours:** 9+ per week / On Call

**Ministry:** Thrift Store  
**Classification Grade:** T-1  
**Approved By:** Human Resources  
**Approved Date:** September 21, 2022

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### Essential Organizational Core Values

The **Thrift Store Cashier & On Call** is responsible to champion Real Life Ministries' Vision, Mission, Methodology, and Strategy in two primary ways:

- **As an Individual Leader:** The Thrift Store Cashier & On Call 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 Cashier & On Call 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 %)

- Receives payment by cash, check or credit/debit 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. 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.
- Participates collaboratively in Staff workgroups when appropriate.

## **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 Thrift 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
- Problem Solving
- Empathy
- Clear Expectations
- 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 Abilities required**

- While performing the duties of this job, the employee is regularly required to stand for long periods, 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. 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 \_\_\_\_\_