



Store Associate Job Description

Principle Function

The General Retail Associate (employee) is responsible for handling all customer relations and purchasing transactions in general retail as a first line ambassador of Twice as Nice Resale that support the Woman to Woman Pregnancy Resource Center (W2W). The employee is focused on the customer experience by providing superior customer service. The employee serves in all areas of the store: general retail, home furnishings and warehouse.

Supervisor: General Retail Coordinator, Store Manager, or Director of Operations
Supervises: General Retail Volunteers
Status: Full Time or Part Time, Hourly

Qualifications

- Be a committed Christian who demonstrates a personal relationship with Jesus Christ as Savior and Lord.
- Attends faithfully a local church.
- Acts as a minister of the gospel of Christ.
- Exhibits a strong commitment and dedication to the pro-life position.
- Agrees with and is willing to uphold the W2W Statement of Principle, Statement of Faith, core values, and policies and procedures.
- Experience preferred in a retail and/or customer service position.
- Exhibits a strong willingness to learn.
- Possess the ability to stay calm and focused during stressful situations.
- Ability to communicate with diverse populations both verbally and in writing.

Physical Requirements

- Ability to communicate (talking, hearing, and seeing).
- Sitting, standing and walking.
- Able to lift and carry up to 50 pounds and maintain physical condition given a retail environment which sells a variety of products and furnishings.



- Possess a valid Class “C” or better driver’s licenses and maintain minimum vehicle liability insurance coverage.
- Must have ability to successfully complete a post-offer drug test and criminal history check and other appropriate testing and requirements.

Work Conditions

- Work is performed generally in the retail and selling environment with an extensive amount of public interaction and some interaction and work in the warehouse.
- Exposed to register and computer screens.
- Some work is performed outdoors with exposure to all weather conditions, traffic, vibrations, noise, slippery or uneven surfaces and dust.

Required Expectations

- No profanity.
- Punctual and adherence to work schedule.
- Submission to authority with ability to follow instructions and carry out job requirements joyfully and without direct supervision.
- Reporting daily, weekly, and monthly, as assigned.
- Communicate special circumstances regarding assigned tasks.
- Commitment to and demonstration of core values in daily work.
 - Integrity
 - Accountability
 - Commitment
 - Teamwork

Job Duties

- Attend weekly team meetings.
- Attend daily devotion as appropriate for assigned schedule.
- Follow Twice as Nice Resale policies and procedures for all store retail sales and operations.



- Learn cash register procedures and conduct sales transactions in an efficient and timely manner.
- Maintain organized register/counter area always.
- Assist in daily opening and closing operations, as needed.
- Assist with cleaning up of sales floor, office area, and break area.
- Assist in the warehouse, as necessary, with receiving and processing donations.
- Motivate fellow employees and volunteers with a cheerful and encouraging work ethic and demeanor.
- Be a team player.
- Perform other duties as assigned.

Last Modified: January 14, 2025

Prepared By: Ramona Davis, CEO

Approved By: Ramona Davis, CEO

Employee Acknowledgement:

I have read and understand the Job Description for the position I hold at Woman to Woman (W2W). A copy of the Job Description has been given to me for my records. I acknowledge, understand and agree that:

1. It is to inform and assist me in the performance of my duties at W2W.
2. It does not constitute an employment contract with W2W.
3. It does not confer any rights to any employee.
4. It is subject to change at any time without prior notice.
5. It is the property of W2W.

I understand and agree that my employment with W2W is "at will" and may be terminated at any time, with or without cause, for any or no reason, and with or without prior notice.

Signature: _____ **Date:** _____

Original: Employee's Personnel File

Copy: To Employee

Copy: Job Description File

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Effective: 01/14/2025