

## **JBF Staff Job Description**

### **Position Summary**

JBF Staff Members serve our local community by making the Just Between Friends sales event a wonderful shopping experience for families.

Each Staff Member is an important part of creating a welcoming, positive, supportive, and encouraging environment where families use their resources wisely to provide well for their children.

### **During the sales event:**

- Welcome shoppers and take tickets/admission at entrance
- Be the checkout line host/ess and assist with the self-serve hold area
- Keep wagons and shopping bags flowing from checkout to the front door and back again
- Assist with bagging customers' purchases
- General sales floor organization and customer service
- Check receipts and thank shoppers at exit
- Assist customers at the registers; scan items and collect payment with both speed and accuracy; engage in polite and positive conversation with shoppers
- Sort Go-backs and re-merchandise the sales floor
- Match lost tags/items
- Scan rejected items

### **During consignor drop off and pick up:**

- Clothing & Shoe Inspection: check consignor items for stains, quality, and condition
- Merchandising: organize items onto sales floor shelves and tables
- Post-Sale Sort: sort unsold clothing and items for donation and consignor pick-up
- Consignor Pick Up: assist consignors in finding their items and verify items at exit

### **During set up and tear down:**

- Set Up: unload trailer; set racks and tables in place; setup shelving, set up sales floor signage
- Tear Down: dismantle racks, shelving, tables; load trailer

### **Physical Requirements**

During the sales event, JBF Staff will be walking and standing for most of the duties listed above. Some tasks require lifting items that weigh over 20 lbs. Set Up and Tear Down shifts will require heavy lifting.

### **Reporting & Supervision**

JBF Staff will report to JBF Managers during the event.

### **Qualifications**

- Past participation in JBF sales event preferred
- Care about families in our community and desire to help them provide well for their kids
- Enjoy interacting with the public and assisting others
- Customer service skills, preferably in a retail or resale environment
- If working Set Up and Tear Down shifts, able to lift 20 lbs or awkward items

**Q: How much are JBF Staff Members paid?**

**A:** \$15.00/hr. Staff members will be paid within 15 days of the end of the sale via direct deposit. Staff members will be issued W2's at the end of the tax year.

**Q: Do JBF staff members get to shop at an exclusive early presale?**

**A:** Yes, there will be a staff presale as well as a 50% off staff presale and 75% off staff presale.

**Q: What is the work environment like?**

**A:** It's fun! We love to smile & laugh as we work together to put on this great event for the community.

**Q: How many hours can I expect to work?**

**A:** We will be hiring people to work between 12-40 hours during the sale week. The application will ask your preference for number of hours.

**Q: Can I bring my child with me to work?**

**A:** No, like other retail stores such as Target, you are not allowed to bring anyone with you to your shift.

**Q: What if I only like to do certain roles?**

**A:** We'll be hiring for a range of roles. The application will ask you to rate each type of role. To fill all the shifts, preference will be given to individuals that have a willingness to do multiple types of roles.

**Q: Will there be training?**

**A:** Yes, cashiers will have a brief online training video to watch before their first shift. Any other training will happen on-site during the sale event.

**Q: Are there breaks?**

**A:** For shifts longer than 7 1/2 hours there is a 30 minute unpaid meal break.

**Q: What is the work like?**

**A:** It's the fun work we do to create a great sale event – organizing merchandise, assisting consignors with drop-off, setting up the sale, helping shoppers, etc.

**Q: What is the hiring process?**

**A:** Step 1 = you apply

Step 2 = JBF will make applicant decisions and send out notifications

Step 3 = New staff members complete online on-boarding process and get scheduled for sale week

**Q: Will my consignor check and employee check be the same?**

**A:** No, your consignor check will be separate from your employee paycheck.

**Q: Can someone work my hours for me?**

**A:** No the person that is hired by JBF will be the employee and they must do the work at the event.

**Q: What if I have a question that isn't covered here?**

**A:** Please e-mail us at [Eileen@jbfsale.com](mailto:Eileen@jbfsale.com) or [Aurora@jbfsale.com](mailto:Aurora@jbfsale.com)