



**JOB TITLE / ASSIGNMENT** Thrift Store Lead Cashier  
**REPORTS TO:** Thrift Store Manager  
**CLASSIFICATION:** Part- time, non-exempt  
**Salary:** \$19 / hour  
**Hours:** 20-24 hours per week, including Saturday

**ABOUT SOUTH COUNTY OUTREACH:**

For more than three decades, South County Outreach has been a leader in the fight to end hunger and homelessness in Orange County. We believe that helping people help themselves is the most effective way to build a self-sustaining community. Through the implementation of programs like our homeless prevention program and food pantry, which distributes over 700,000 pounds of food and keeps nearly 2,000 children fed each year, South County Outreach continues to do what we do best—housing hope and ending hunger.

Upscale Resale is a thrift store that benefits South County Outreach. The shop sells a variety of gently used and vintage items, including clothing and accessories, jewelry, home décor, furniture, toys, and more. Store revenue supports clients who are facing food insecurity and homelessness throughout Orange County.

**OVERVIEW OF THE POSITION:**

This position serves as a cashier at the South County Outreach Upscale Resale thrift store. Due to the nature of this position, employee must have use of a vehicle, auto insurance and satisfactory driving record. Regular days of operation are Monday – Saturday. This position will be based at Upscale Resale Laguna Hills.

**RESPONSIBILITIES/DUTIES**

- Serve as cashier on duty; follow opening and closing procedures.
- Assist with training of volunteer cashiers.
- Instruct volunteers on the sales floor when the store manager is unavailable.
- Assist in creating a pleasant and hospitable work environment for customers, volunteers, and donors.
- Assist in cleaning and general maintenance of store property, receiving/sorting donations, tagging and pricing of merchandise, and stocking racks and displays as needed.
- Answer incoming phone calls and/or return calls to answer general questions about Upscale Resale and/or South County Outreach.
- Immediately report theft, customer complaints, injuries, and any unsafe equipment or conditions to management.

**KNOWLEDGE/SKILLS/ABILITIES:**

- Maintain knowledge of organizational policies and procedures, including safety procedures.
- Meet all applicable safety requirements of the position.
- Organize workload throughout the day to meet store needs.
- Excellent interpersonal and communication skills with the ability to establish rapport and interact with diverse groups of people.
- Demonstrated problem solving skills within customer situations.
- Ability to foster a positive, professional image for South County Outreach in the community.

**ORGANIZATIONAL RESPONSIBILITIES:**

- Attends and participates in staff meetings or trainings as requested by the Manager.
- Responsible for developing and maintaining positive, effective working relationships with staff and volunteers.
- Performs other duties as assigned by the store manager.

**COMPUTER AND EQUIPMENT SKILLS:**

- Knowledge of MS Word and Excel program skills, internet, email, and computer skills.
- Uses retail point of sale system, and phones.

**PHYSICAL JOB REQUIREMENTS:**

- The store is a fast-paced environment. The job requires standing and walking for the entirety of the shift.
- Frequently lifts and carries up to 30 pounds and occasionally lifts 50 pounds from ground level to waist level.
- Uses hands and fingers to operate point-of-sale system throughout the day.
- Requires clear vision with or without corrective lenses.
- Requires hearing and speech within normal ranges and sufficient for clear communication face to face and especially via telephone.
- Exposed to physical conditions and noise levels of a retail environment.

**MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE**

- 1 year retail experience

**TO APPLY:**

Please forward a resume to Sheila Teevans, Chief of Staff, at [steevans@sco-oc.org](mailto:steevans@sco-oc.org) and use "Thrift Store Cashier" in the subject line.