



# Merchandise & Customer Service Lead

*Our Mission is to provide a residential setting for those struggling with addictions, providing safety, structure, discipleship, and supervision for the purpose of restoring them back to God, family, work, and community.*

## Primary Description:

In the Lead Merchandiser and Customer Service Lead role, you will oversee and help coordinate merchandise to make sure all items are available and well-organized. This role must have excellent communication with the staff, residents & volunteers. Success in this role will be demonstrated by helping develop and implement strategies to increase foot traffic, boost sales, and meet income targets.

**Reports to:** Front Supervisor & Store Manager

**Status:** Part time

**Rate Range:** \$17.00 - \$23.00 Depending on Experience

## Merchandiser Job Responsibilities and Duties

- Collaborates with various staff and management to help develop and plan for merchandise resets as needed
- To help ensure sales floor is kept neat, clean and presentable
- Work with staff, residents and volunteers to accomplish tasks needed to get merchandise out and displayed properly on the sales floor
- To be flexible and work with items that are donated to make the most out of items that are existing and be resourceful in using what we have for displays and merchandising in collaboration with other staff. Being able to think outside the box for various ideas.
- Be able to lift 50-60lbs safely with assistance as needed
- Other merchandising duties as assigned



## Customer Service Job Responsibilities and Duties

- To ensure customers are helped and waited on in accordance with Second Chance policies and guidelines listed on another form
- To be friendly, engaging with customers, welcoming and saying hello to customers, help to create a warm environment and representing our mission and what we stand for in attitude
- Be enthusiastic about product selection
- Be willing to go above and beyond for customer experience
- Assist with pricing as needed
- Be able to operate POS system with ease
- Be able to lift 50-60lbs safely with assistance as needed
- Various other Customer Service duties as assigned

## Qualifications

- A strong relationship with Jesus and commitment to living out a vibrant Christian faith
- Works independently but also as a team player
- Knowledge and experience moving beyond life challenges related to addiction
- Must be clean and sober
- Must be able to pass a drug test
- Must be computer literate
- Must have good communication skills
- Must be willing to serve on behalf of the residents in the program realizing they face life challenges that often make interactions and choices challenging to navigate at times

Our Values: Faith | Integrity | Service | Growth | Hope

***For more information about the Bridge Restoration Ministry, please visit [www.tbrm.org/employment](http://www.tbrm.org/employment)***