

Job Description for Sales Clerk

Background

The Red Cross/Red Crescent Movement is a volunteer-based international humanitarian organization. The Vision of the BVI Red Cross is "to be the premier voluntary service provider of humanitarian services to people of most need in the British Virgin Island and beyond". This will be achieved by "mobilizing the power of humanity so that individuals and communities have the capacity to prepare for, deal with and recover from crisis".

The administrative work of the Red Cross requires a committed individual to assist the staff on a full-time basis with the functions stated in the description of duties and responsibilities.

Timeframe

The work period is 5 days per week: Monday to Friday from 9:00 am to 4:00 pm.

Location

Work will be carried out at the BVI Red Cross Thrift shop which is located on the lower floor of the BVIRC headquarters. A Point-of-Sale system, printer and other supplies necessary will be provided for the required tasks.

Reporting Responsibilities

The Sales Clerk will report to the Director.

Duties and Responsibilities

1. Cashier:

1. To manage the cash register (POS) and process sales as needed.
2. Count float (USD \$40.00) at the beginning of shift to ensure amount is correct and there is adequate change before shop opens.
3. Greet customers entering the shop.
4. Maintain clean and orderly check-put counter area.
5. Issue receipts and change due to customers. All customers must be given a printed official receipt.
6. Deal with one customer at a time, in order of arrival.
7. Ensure all cash is put into the cash drawer and that the cash drawer is closed at all times.
8. To log in and out of the POS as needed, ensuring that you are logged out when you are not ringing sales.
9. Keep jewelry and other small items until customer is ready to pay for them.

10. Do not leave the cashier station without locking the POS.
11. Money earned for the day along with the printed tally report of earnings must be submitted to the Director or Administrative Assistant at the end of the day.

2. Customer Service:

1. To organize the thrift shop prior to, during and after hours of operation by folding, hanging, tidying, sweeping, mopping, dusting and performing other duties to keep the shop neat and tidy.
2. To assist customers who are looking for items and need assistance looking for them.
3. To inform customers of the thrift shop policies such as bag sales rules.
4. To keep the check-out line in an orderly fashion so that there is little disruption to others who are shopping.
5. To keep a record of all beneficiaries who receive free clothing from the BVI Red Cross via referrals.

3. Receiving Donations:

1. All donations received through the chute system must be placed in the designated sorting area and must not create any obstacles or hazards for customers.

4. Sorting:

2. To go through the donations using quality control standards to decide which items are to be kept and where the items should be placed.
3. Items that are not suitable for sale will be placed in garbage bags for disposal at the end of the day.
4. Items that can be sold for a lesser price will be stored for the rummage sale.

4. Other:

1. Any other duties as assigned by the Director.
2. Comply with Anti Money Laundering Compliance Manual
3. Demonstrate a high level of trustworthiness, punctuality, and attention to detail, while upholding the BVI Red Cross Code of Conduct and Safeguarding Policies at all times.

All interested applicants are asked to submit their résumé, a cover letter, and one personal and one professional reference to director@redcross.vg or at our office in Road Town by **15th December** to be considered for the position.