

# **JBF Team Member Job Description**

## **Position Summary**

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

## **Duties & Responsibilities**

Duties during the sales event include:

- Ensure high levels of customer satisfaction by providing superior customer service
- Assess customers' needs and provide information and assistance on products and features
- Maintain presentable and in-stock condition of sales floor
- Actively seek out customers shopping in store and offer assistance
- Cross-sell merchandise
- Ensure proper customer service by teaming with co-workers
- Monitor loss prevention activities

Sample Areas Team Members May Assist

- Greeter: welcome shoppers and take tickets/admission at entrance
- Floor/Runner: general sales floor organization and customer service
- Hold/Large Item Area: operate the Hold Area, manage claim ticket (large) items when sold and picked up
- Checkout Area: assist customers at the registers; scan items and collect payment with both speed and accuracy; engage in polite and positive conversation with shoppers
- Work Room: sort Go Backs, match lost tags/items, track "no thank you" items
- Electronics: assist shoppers with items including how items work
- Line Mover: monitor flow of traffic to registers while engaging in positive conversation

JBF Team Member duties during consignor drop off and pick up include:

- Consignor Check In: assist consignors with checking into the sale
- Valet & Express Drop Off: sort items and place them onto the sales floor
- Clothing/Shoe Inspection: check consignor items for stains, quality, and condition
- Quality Control: organize items onto sales floor shelves and tables
- Post-Sale Sort: sort unsold items for donation and Consignor Pick Up
- Consignor Pick Up: assist with pick up process

JBF Team Members duties during set up and tear down include:

- Set Up: unload trailer, building racks, set up sales floor, signage for sale, prepping registers
- Tear Down: dismantle racks, shelving, tables, load trailers

## **Physical Requirements**

During the sales event, JBF Team Members will be walking and standing for most of the duties listed above. Some tasks require lifting items that weigh over 15 lbs. Set Up and Tear Down shifts may require heavy lifting.

## **Reporting & Supervision**

JBF Staff will report to Bonnie Bouher or the Manager on Duty during the events. Prior to the events all questions can be directed to Bonnie via email: [bonniebouher@jbfsale.com](mailto:bonniebouher@jbfsale.com)

**Qualifications**

- 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 moderately heavy and awkward items

**Pay Rate:**

- New staff start at \$9/hour
- Returning staff are eligible for pay rate increases annually

**Other Important Info:**

- Due to the nature of JBF events, employment is seasonal and temporary and does not include benefits of any kind.
- Being employed for one season/event does not guarantee employment for future events.
- JBF employees and job applicants are protected from discrimination based on race, color, religion, sex, parental status, national origin, age, disability, genetic information, political affiliation, military service, or other non-merit-based factors.