

Independent Living Resource Center

Autism Avenue Retail Clerk

Position Description

This position contributes to the ILRC mission by providing efficient, effective services for consumers of the agency.

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|--------------------------|---|
| Department: | Administration |
| Status: | Non-exempt – (Part –Time – up to 20 Hrs. a month) |
| Supervisor Title: | Executive Director |
| Direct Reports: | None |

HOURS:

- This is a part-time position – Working Saturdays - 5 to 20 hours a month - (9:30 am to 2 pm), and helping with special events as needed.

ESSENTIAL FUNCTIONS:

- Waiting on customers in the shop and providing excellent customer service to all callers and visitors to the shop
- Answering incoming telephone calls and taking messages
- Good customer service skills
- Checking out customers using cash register, sacking or wrapping customers purchases
- Other tasks as assigned by shop coordinators will be performed such as opening/closing duties; cleaning the store, etc.

POSITION REQUIREMENTS:

Roles: This position requires the ability to work independently.

Impact: Successful completion of work tasks results in providing for the collective needs of Individuals with disabilities. Professional demeanor required as the first contact to represent the ILRC Greater Expectation/Autism Avenue program and gift shop.

Latitude: Able to work well independently.

Interaction: Face-to-face and telephone interaction with customers. Interaction with other staff and managers throughout the organization.

Education:

- High School Diploma or equivalent

Experience:

- Previous experience in a retail store position, but not mandatory (willing to train).

- Customer service skills.

Skills:

- Running Cash register, answering phone, good customer service to customers; ability to perform cleaning tasks.

Certification/License:

- Valid driver's license and a good driving record, required.

Work Environment:

- Gift Shop environment. Ability to concentrate on detailed work for extended periods of time if needed.

EMPLOYEE SIGNATURE _____ DATE _____

SUPERVISOR SIGNATURE _____ DATE _____