

Homeless Garden Project Retail Sales Associate

Position: Homeless Garden Project Retail Assistant

20 hours/week

Reports to: Value-Added Retail & Enterprise Manager

Overview of the Homeless Garden Project

The Homeless Garden Project (HGP) is a nonprofit organization, founded in 1990 and based in Santa Cruz, California, that provides job training, transitional employment and support services to individuals experiencing homelessness, with the goal of securing stable housing and employment for program participants. In recent years, HGP graduates have demonstrated a 90% success rate on average.

HGP is currently going through an exciting period of growth, preparing to move our farm from its temporary 3.5-acre site to a larger permanent site on City of Santa Cruz Pogonip park land. The transition to Pogonip Farm will triple the organization's capacity to transform lives and build community connections through a public-private partnership.

The Value-Added Social Enterprise employs and trains individuals experiencing homelessness to make a variety of products (*bath & body, food & beverage, candles, and wreaths*) with organic herbs, flowers, vegetables, and fruits grown on our farm. HGP products are sold through numerous sales channels including two brick-and-mortar stores, an online store (*shop.homelessgardenproject.org*), and through wholesale partners.

Position Description - Under the general supervision of the Value-Added Retail & Enterprise Manager, the Retail Assistant will be responsible for retail store operation, customer service and volunteer support.

General Retail -

- Properly greet customers using various approaches. Determine customer needs and follow through on their request
- Communicate effectively about HGP's programs and operations and answer additional questions customers may have.
- Handle multiple customers in an organized fashion and comply with customer demands in a timely manner
- Thoroughly understands the Point of Sale system and can complete a sale. Can correct errors (e.g., clearing the screen, voiding, etc.)
- Understands and performs steps in the credit card processing system (point of sale terminal, how to deal with declined credit cards and call-ins, etc.)
- Counts back the correct change and handle cash properly
- Confidently and regularly ask for donations at the time of customer purchase
- Performs general sales procedures in case of power outage (manual receipts, shopify or quickbooks mobile application, and calculator for sales)
- Supports customers by providing info about product line and pricing; and answers customer questions

- Effectively displays items in store (spacing and grouping to be eye catching and convenient for customers)
- Manage inventory and restock - including receiving items in our POS system and printing price tags
- Keeps store clean, organized, uncluttered and free of unsafe obstacles, knows cleaning supplies and procedures; performs daily cleaning and tidying of displays.
- Performs opening / closing routine including reconciling the cash register at night and cleaning tasks
- Fill orders for products—internet, wholesale and retail
- Must be able to lift 25 pounds
- Works both independently and along side volunteers and other staff
- Communicates regularly with the Value Added Enterprise Manager and Volunteer Coordinator to ensure smooth retail operations,
- Communicates with the Downtown Ambassadors on an as needed basis
- Keeps track of inventory drop off forms from consignors, and receives items from them when they come in to restock
- Receive shipments for 3rd party products and can receive these items in our POS system (unless it is a brand new item we have yet to sell)
- Kindly directs potential consignors to the Value Added Enterprise Manager

Volunteer Collaboration -

- Welcome and thank volunteers for their shifts
- Guide them to help with tasks in an efficient manner
- Refer to wheniwork for a schedule of volunteer shifts
- Train them in our POS system on an as needed basis

Qualifications -

- Ability to work successfully as part of a team
- Works hard, stays focused, and completes work in a timely manner
- Knows what needs to be done in a daily and weekly routine. Plans accordingly
- Pays attention to detail and accuracy, is consistent in all tasks
- Ability to work independently as well as to work with a wide variety of people: trainees, volunteers, customers, business owners
- Must be able to lift 25 pounds
- Must be able to work long periods standing, bending, etc.
- Retail experience required