



Part-Time Seasonal Help Wanted at the Oak Park Store

Sales and Customer Service Associate

The Sales and Customer Service Associate contributes to the success of the Ten Thousand Villages Store by delivering exceptional customer service and driving sales. The Sales and Customer Service Associate will provide customer service and execute sales transactions for our walk-in customers. All duties should be carried out to provide exemplary customer service to our customers, contribute to growth in sales and promote the Ten Thousand Villages mission and the artisans we purchase from.

Responsible To: Store Manager

Working Hours: Multiple shifts available.

Store Hours: Open Mon – Sun Extended holiday hours start in December

Time Frame: varying start dates in November to Dec 24 or Dec 31

Pay: \$11.00 an hour (non-negotiable)

Qualifications:

1. One year of experience in retail sales and service.
2. Six month cashier experience in retail sales and service
3. High school diploma or equivalent.
4. Ability to perform basic math functions, including counting register drawers and completing related paperwork.
5. Demonstrated ability to drive sales in a fast-paced and goal-oriented environment.
6. Self-motivated, outgoing, energetic, and enjoy working with people
7. Effective verbal and written communication skills.
8. Working knowledge of the English language, including verbal and written language proficiency.
9. Ability to work in team environments as well as independently.
10. Computer literate with operating knowledge of doing searches.
11. Ability to travel if assigned to an off-site sale. Have safe and reliable transportation for local travel.
12. Enthusiasm for the Ten Thousand Village's mission of creating opportunities for artisans in developing countries to earn income by bringing their products and stories to our markets through long-term, fair trading relationships

Physical Requirements:

1. Ability to be somewhat stationary behind a register stand for extended periods of time and/or mobile on the sales floor
2. Ability to carry product and retrieve boxes not weighing more than 15 lbs to and from storage area.

Assignment Description:

Duties:

- Greet customers, listen to their needs and help them find items to meet those needs.
- Operate the cash register system in accordance with store standards and training materials.
- Assist with off-site sales when needed.
- Share our artisans' stories and product information.

- Inform and educate customers about Ten Thousand Villages and its mission.
- Exemplify the highest level of customer service standards and sales behaviors outlined in the Sales and Service Standards.
- Anticipate and resolve customer service issues, demonstrating a proactive approach to customer service whenever possible.
- Support loss prevention efforts through attentive customer service and general awareness of sales floor.

2. Store Operations

- Support the operations of the store through sales floor maintenance (restock, rearrange, dust, vacuum, count items).
- Complete assigned tasks from store supervisory staff in manner consistent with Store Manager direction.
- Assist the store volunteer staff in providing customer service and sales responsibilities.
- Work with store team to receive, price and stock all orders as delivered.
- Other related duties as assigned.

If interested in the **Sales and Customer Service Associate** seasonal position, please e-mail resumes and attached employment application to recruitment.oakpark@tenthousandvillages.com.

Please list the job title in the Subject line. **Applications must be in by Monday, October 22nd**