

HumanKind Fair Trade

Full Time Sales Lead

The full time Sales Lead is responsible for daily operations on the sales floor. This includes interacting with customers, overseeing other sales associates and volunteers, keeping the shop organized, managing incoming shipments, and creating a welcoming environment for everyone that walks in our doors. We are looking for a new team member who cares about our mission to provide work for artisans around the world and wants to grow with us. Additional responsibilities may be assigned, such as social media, ordering supplies, or volunteer coordinating, depending on the strengths and interests of the individual. Our ideal candidate would be outgoing, friendly, and organized.

Schedule

- 36-40 hours/week
- Mostly weekdays, but occasional weekend availability is needed.
- Typical schedule: 9:30am-6:30pm, 8-hour days

Capabilities Sought

- Enthusiastic support of HumanKind's mission and goals
- Experience in retail sales with knowledge of non-profit organizations.
- Enjoys meeting customers and building relationships to create a welcoming shop environment
- Ability to work both independently and cooperatively as a member of the team
- Ability to take the lead on daily store operations and delegate tasks to sales associates and volunteers

Responsibilities

The Sales Lead is responsible for basic daily operations of the store as assigned by the Store Manager.

- Handle sales and customer service, follow procedures set by the store manager.
- Show the customer that they are the top priority at HumanKind. Model the components of excellent customer service and encourage all staff and volunteers to do the same.
- Develop a working knowledge of the mission of HumanKind, the products sold, and the artisans we support.
- Build relationships with customers and create opportunities for conversations about fair trade and our mission.
- Maintain positive, clear interactions with other employees, volunteers, board members, and customers.
- Process incoming inventory shipments including balancing purchase orders, printing price labels, pricing items, and steaming apparel.
- Maintain our displays to keep the store tidy and organized.
- Conduct basic cleaning procedures including sweeping, dusting, and taking out trash.
- Oversee volunteers' and sales associates' daily tasks.
- Keep our stockroom organized and easy to navigate.
- Pack online orders for curbside pickup and for shipping.
- Maintain a neat and professional personal appearance including wearing clothing appropriate to HumanKind's mission, values and aesthetics.

Minimum Qualifications

- Experience in retail sales
- Self-motivated, outgoing, energetic, and enjoys working with people.
- Capability and willingness to carry out all duties in a careful and responsible manner
- Excellent verbal and written communication skills are essential; and word processing, spreadsheets, and email skills are helpful.
- Capacity to operate our web-based point of sale system on a desktop computer and troubleshoot minor technical issues.
- Excellent leadership, organizational and problem-solving skills.

- Ability to execute multiple tasks and changing priorities while simultaneously maintaining awareness for details.
- **Physical Requirements**
 - Ability to be mobile on sales floor for extended periods of time
 - Ability to lift and move up to 40 lbs., utilizing appropriate equipment, assistance and safety techniques.
- Eligibility to be employed in the United States of America

Compensation

- \$18/hour
- Paid sick leave and vacation

Revised 08/2022