

HIRING PART EIGHT

job descriptions



Job Description

Purpose of a Job Description:

Having a foundational job description sets you up for success because you know exactly what you're looking for in a potential new employee AND those applying for the position know what would be expected of them in that role.

- Defines expectations for both sides (employer and employee)
- Helps you choose the right person for the position based on skills or abilities
- In the interview process you can ask the candidate if they've read the job description and to tell you if they can or cannot do the duties listed. If it's related to a disability, it can start a conversation about reasonable accommodations to take place in order to be able to handle the job functions
- Gives you a reason to say no if they don't have the skills needed to for the job without being discriminatory

In your downloads for Job Descriptions, you'll see both the formatted official job description and then you'll see one that is a handout with application. There's also a blank template for you to create a description for a position not yet listed.

Elements of a Job Description

Attached to this module, you'll find the job descriptions for different job positions. Each one follows the blank job description worksheet:

Job Title and Classification: What you're calling the position and classification is either EXEMPT or NON-EXEMPT.

- EXEMPT: In general it is a salaried employee with executive administrative or professional duties – they don't get overtime or qualify for minimum wage
- NON-EXEMPT: Paid at least minimum wage and if they work more than 40 hours, they receive OT pay at 1 ½ times normal rate

Date of Creation / Date of Revision: Date the job description was initially created and the date(s) of any revisions

Reports To: Who is this person's boss? You? Manager? A Senior Resale Associate?

Compensation: The hourly or salary range for the position

Overall Position Description: Generalized job functions of the position. The more specific tasks will be listed in the job duties/functions.

Job Duties or Function: List out what this position is responsible for and how often it is to be completed. You can have a mix of attribute-type and actual physical duties of the job.

Competency: The skills, knowledge and abilities they person must have in order to do fulfill this position.

Work Environment: The physical environment like temps, noise level, or other components that could affect them

Physical Demands: The physical demands such as: bending, going up ladder, standing on hard surface for up to your longest shift, etc

Required Experience: The skills/attributes the candidate must have for consideration of the position

Preferred Experience: The skills/attributes you wish the "perfect" candidate had for the position

Position Type: full or part-time, hours/shifts, days, nights, holidays, weekends.

Disclaimer: the wording of "additional duties as needed" to limit hearing "that's not in my job description".

JOB DESCRIPTION WORKSHEET

JOB TITLE AND CLASSIFICATION:

Name of Position and whether exempt or non-exempt under the Fair Labor Standards Act

DATE OF CREATION AND/OR REVISION:

Date created or last revised

REPORTS TO:

Supervisor or who this position reports to

COMPENSATION:

Salary/wage - including minimum & maximum pay scale or grade

OVERALL POSITION DESCRIPTION:

Overall summary of the position. A general paragraph describing how the position works within the company.

JOB FUNCTIONS:

The essential functions, how they are to be completed and frequency to be performed. These tasks must be part of the job function and necessary or required to complete the job.

JOB DESCRIPTION WORKSHEET

COMPETENCY:

The skills, knowledge, abilities and techniques needed to fulfill the duties of the job

WORK ENVIRONMENT:

The physical environment in which they will be performing their duties (Temperature, noise level, inside or outside, or any additional components that will affect the person's working conditions.)

PHYSICAL DEMANDS:

Physical requirements such as lifting, bending, sitting, standing on their feet for a certain period of time

REQUIRED EDUCATION AND/OR EXPERIENCE:

Required based on job-related duties and functions

PREFERRED EDUCATION AND/OR EXPERIENCE:

Preferred based on job-related duties and functions

POSITION TYPE:

Full time or part time, typical work hours and shifts, days of week, and whether overtime is expected

DISCLAIMER

Allows what you've written to not be completely cut and dry. Gives you the ability to add, as needed, in case something is left off the description

"Additional duties and/or responsibilities may be added to the job description which are required of the employee as this listing is not designed to contain a full and comprehensive list. Duties and responsibilities may change or be added with or without prior notice."

STORE NAME HERE



Job Title	Resale Associate	Classification Status	Non-Exempt
Date of Creation		Date of Last Revision	
Reports To	Resale Floor Manager	Hourly Wage	\$_/hour - \$ /hour
Overall Position Description	<p>The Resale Associate is the first point of contact for all customers and is responsible for maintaining the sales floor, checkout counter and dressing rooms at various times during their work schedule.</p> <p>When representing the store, the Resale Associate is required to always convey the culture and values of the business.</p> <p>The Resale Associate is someone who is enthusiastic and understands fashion, clothing trends and the mix of social media within the two.</p> <p>The Resale Associate must report to work on time, be dependable, efficient with time management, honest, a team player, and have an outgoing personality.</p>		
Job Functions	<p>On a daily basis:</p> <ul style="list-style-type: none"> ● Ensures the highest level of customer care in line with the store's specific service expectations and builds genuine relationships with customers. ● Ability to manage time wisely in a fast-paced environment. ● Be able to effectively communicate the consignment process of the store to all customers ● Understand and work diligently to hit sales goals and other key metrics set for the business ● Be honest and truthful not only with their employer and team, but with shoppers and consignors. ● Accurately inform customers of all sales and events occurring ● Understand and perform the daily tasks to keep the store running smoothly and be able to prioritize such tasks and not be flustered when handling new situations. <ul style="list-style-type: none"> ○ Correctly tag, hang and place inventory on the sales floor ○ Maintain organization of the store (style, size, color) ○ Recognizes visual merchandising and marketing to ensure ease of shopping for customers ● Accurately run the store's inventory system and Point of Sale (POS) to include, but not limited to, ringing up merchandise, counting change correctly and balance the cash drawer. ● Meticulously follow the procedure to payout customers ● Have a high level of knowledge of social media platforms and be willing to use them to promote the store and inventory. ● Assist in maintaining the organization, cleanliness and restocking of the store and its merchandise. ● Greet, thank and interact with customers of all ages and backgrounds. ● Possesses the art of putting outfits together for women of all ages. Assists them in thinking outside of their norm and finding fashion which truly fits not only their shape and body style, but also their personality. 		

	<ul style="list-style-type: none"> • Assist other team members when needed and be willing to learn about other associated job responsibilities. • Actively anticipate and seek out ways to enhance the store and customer needs. • Handling of initial complaints is a critical role of this position. Turning a frustrated customer into a happy customer, while adhering to company policies requires a combination of empathy and tact. • Understand and adhere to all company policies and procedures
Competency	<ul style="list-style-type: none"> • Ability to read & write • Basic math and money handling • Average to high level of social media platforms • Able to greet and interact with the wide variety of customers • Knowledge of fashion trends
Work Environment and Conditions	This position is normally inside a climate-controlled retail space with a low volume of noise. However, there may be times of working outside during special events or promotions or while assisting customers
Physical Demands	<ul style="list-style-type: none"> • Must be able to be on your feet most of the day or moving on the sales floor or stock room (8-10+ hours) while maintaining an efficient sense of urgency pace. • Perform physical activities including in engaging in repetitive motions: squeezing, typing, bending, kneeling, squatting, pushing, pulling, stooping, lifting, climbing, carrying, walking, reaching and/or using a step stool/ladder on a frequent basis. Ability to maneuver merchandise up to 50 pounds. • Vision, coordination and reading requirements consistent with the team member's job duties (accurately attaching tags, hanging, bagging, wrapping, and other non-specified duties)
Required Education and/or Experience	None
Preferred Education and/or Experience	Previous retail and/or fashion experience and money handling experience
Position Type	<p>Part-time position working 10-20 hours per week to include weekdays and some mandatory weekend shifts. Must have the ability to work a flexible part-time schedule and the hours necessary to open and/or close the store including nights, weekends, and holidays.</p> <p>Must be able to work hours agreed upon when hiring including weekends and/or nights. Changes in availability from what was presented on the application may result in withdrawal of the job offer.</p> <p>Attendance is required at paid store meetings typically held outside of normal store hours.</p>
Disclaimer	Additional duties and/or responsibilities may be added to the job description which are required of the employee as this listing is not designed to contain a full and comprehensive list. Duties and responsibilities may change or be added with or without prior notice and the employee is expected to perform them at the request of management.