

FieldHaven Marketplace and Adoption Center Associate



FieldHaven Feline Center

FieldHaven Feline Center is a progressive, non-profit animal welfare organization. We are dedicated to providing a solution for every cat in need. Recognized as the Greater Sacramento area's leading cat and kitten specialist. We are a compassionate, fun team of hard-working individuals who love cats. Further, as a member of our Marketplace team, you will make a positive difference in the lives of over 1,000 animals in our community every year!

FieldHaven Marketplace, our upscale thrift store in historic downtown Lincoln, funds a significant portion of FieldHaven Feline Center's services. Co-located with our thrift store is Champy's Catfé, our primary cat adoption center.

Overview

We are looking for an Associate who is enthusiastic about providing a positive experience for our customers, volunteers, and cats! Under general direction of the store manager, oversees FieldHaven Marketplace thrift store and supervises, assigns, reviews, and participates in the work of the team responsible for accepting and sorting donations and store-related duties; ensures work quality and adherence to established policies and procedures. This individual will be responsible for executing and/or overseeing a wide variety of tasks throughout the store, including caring for cats and overseeing their adoption as well as building strong relationships with our customers. They will be a responsible team player, always ready to learn and lead in our dynamic environment.

Unique perks you won't find anywhere else!

- Access to discounted veterinary care and food for your pets
- Spend time every day with darling cats and kittens!
- Be the first to shop amazing items in the thrift store
- Positive, upbeat, thriving environment and team
- Opportunities for growth and skill development
- Use your creative skills to improve our store and the lives of cats

Specific Responsibilities

- Represents and supports the FieldHaven brand and mission
- Opens and closes the store and provides backup support for Catfé morning cat care
- Plans and executes store sales and fundraising events
- Advertises and builds a network of support (followers) for the store and shelter cats at the store on various social media platforms in partnership with colleagues
- Greets all customers by making eye contact, smiling and saying “hello” throughout the store as well as saying “thank you” with every register transaction
- Delights customers by helping with merchandise, answering questions in an efficient, polite and knowledgeable manner and, when follow up is required, gets back to the customer quickly
- Maintains a safe and secure shopping environment, and safe living spaces for the cats
- Maintains clutter free, clear egress to emergency exits
- Performs cleaning tasks such as vacuuming, sweeping, mopping, dusting, and disinfecting high-touch areas including the sales floor, Catfé, intake/sorting areas and restroom to help maintain merchandise, customer, cat, and team areas
- Maintains a professional appearance and adheres to the Company dress code
- Expedites newly received merchandise to the sales floor, pricing and merchandising all items per company best practice and maintaining up-to-date merchandise familiarity to assist customers
- As a representative of FieldHaven, demonstrates integrity and honesty in all interactions with colleagues and customers. Safeguards confidential information, cash and credit card information, and merchandise.
- Follows all policies and procedures concerning cash, check, charge card and refund transactions, voids and offline procedures; Maintains a high level of awareness and accuracy when handling bankable tenders and balancing register

Job Requirements

- Must enjoy cats and have a basic understanding of cat care
- Strong customer service skills, including the identification of customer needs and follow up to ensure customer commitments have been met
- Effectively communicate with customers, coworkers, volunteers and leadership in a friendly, respectful, concise and pleasant manner both verbally and in writing
- Ability to train, coordinate, supervise, and evaluate volunteers
- Self-motivated, able to work independently, effectively manage time and multitask in a fast-paced environment, set priorities, resolve problems and make decisions within general policy guidelines
- Ability to analyze work procedures and make changes to improve efficiency and cost-effectiveness
- Ability to perform basic mathematical calculations commonly used in retail environments, e.g., percentages, make change, count coins/currency
- Knowledge of office procedures, methods, and equipment including computers using the Microsoft platform (version 10 & 11), and applicable software applications such as MS Word and Excel, social media platforms including Instagram and Facebook, photo/video and other specialized applications as required
- Ability to reliably meet required work schedule and adhere to company attendance policy
- Ability to cover other shifts on short notice in case of emergency a plus

Education and/or Experience

- Must have a high school diploma or equivalent
- Must be at least 18 years of age
- Experience with vintage/thrift items a plus

Physical Demands

- Ability to use all Store equipment, including Square terminal, registers and PC as required
- Ability to spend up to 100% of working time standing, walking, and moving around the Store
- Ability to regularly bend at the waist, squat, kneel, climb, carry, reach, stoop, and climb stairs
- Ability to regularly push, pull and lift up 40 pounds, or more with assistance
- Ability to use janitorial equipment, rolling racks, ladders and other assigned supplies
- Ability to handle and care for cats and kittens
- Ability to spend 100% of working time in an enclosed environment with cats, unencumbered by allergies
- Certain assignments may require other qualifications and skills

General Qualifications and Expectations for All Staff

- Commitment to the mission and goals of FieldHaven Feline Center.
- Affection for animals and concern for their wellbeing.
- Flexible with the ability to manage changing priorities and varied tasks and schedules.
- Strong interpersonal skills—The ideal person would be outgoing, personable, professional, and able to get along well and communicate successfully with a variety of people.
- Strong written and verbal skills.
- Results-oriented—Able to set goals, plan, and carry out projects without direct supervision in an organized, efficient, and effective manner.
- Collaboration—Working effectively as part of the team to accomplish the organization's goals.
- Strong organizational skills.

- Learning-agility—Willingness and ability to learn new things quickly. Interest and commitment to keeping up with emerging best practices.
- Innovative/solution-oriented—Strong problem-solving skills, able to find ways to make things work.
- Drive—Taking initiative and working with minimal supervision and direction. Performing all duties in a manner which encourages attainment of the campaign’s goals.
- Attention to detail—Exceptional ability to follow through and meet deadlines.
- Technology savvy—Comfortable and proficient with computer technology (proficiency with Microsoft Office and possibly other programs/applications that apply to specific roles). Able to learn new programs quickly.
- Sound judgment—Maturity, good judgment, and strong decision-making and implementation skills.
- Professional personal appearance and demeanor.

Responsibilities of All Staff

- Promoting a humane and caring attitude toward all animals and treating all animals with respect and compassion at all times.
- Working courteously and cooperatively with colleagues, other organizations, and volunteers.
- Treating clients, co-workers, and others with respect and courtesy.
- Ensuring superior customer service by promptly addressing concerns, demonstrating respect and empathy, and resolving problems on the spot during walk-in or telephone call situations.
- Willingness to assist with tasks outside of primary realm of responsibility in a manner which demonstrates interest, care, and concern for the staff and public and animals we serve.
- Being alert to and providing information on success stories to appropriate team members.

- Participating in periodic team meetings to discuss goals and plans.
- Helping to ensure that all established procedures and policies are followed within the intended spirit of each.

Terms of Employment

- Part-time
- Work schedule (hours and days of the week) will include weekends and may vary according to the needs of the organization
- There is no minimum period of employment that is implied or guaranteed
- Location: Lincoln, CA
- Starting salary: \$15.50/hour

To apply, send resume and cover letter to shirley@fieldhaven.com

About the Community

Lincoln is a city in Placer County, California, United States, part of the Sacramento metropolitan area. Located in an area of rapid suburban development, it grew 282.1 percent between 2000 and 2010, making it the fastest growing city over 10,000 people in the U.S. Its 2020 population was recorded at 49,757. It is located at the base of the Sierra Nevada with a variety of both summer and winter recreational activities. Nearby Sacramento is the state's capital and has both a rich history and abundant attractions.

Disclaimer: This job description is a summary of the primary duties and responsibilities of the job and position. It is not intended to be a comprehensive or all-inclusive listing of duties and responsibilities. Contents are subject to change at management's discretion. Either employer or employee may terminate the employment relationship at any time with or without notice and with or without cause.

