

Urban League of Greater
Chattanooga (3634)
To: Employment Counselor
Date: 08/11/2020



is now hiring!

Retail Associate

Number of Openings: 1

Salary Range: \$11.00+ per hour
Employment Status: Part-time

GENERAL PURPOSE:

The Retail Associate is responsible for ensuring our Customers have a positive shopping experience. The Associate makes eye contact, smiles, and greets all Customers in a courteous and friendly manner, treats fellow Associates with respect, efficiently follows all company best practice standards as outlined in all work centers, maintains a clean work area at all times, and ensures proper merchandise presentation. The Retail Associate is expected to be engaged in these tasks as assigned during all working hours and will be expected to perform a range of functions in all areas of the Store as business needs require. The Associate may be requested to perform additional tasks in specific situations, if performance of these tasks will help achieve our Customer service and operational goals.

ESSENTIAL FUNCTIONS:

- Understands that safety is the number one priority and practices safe behaviors in everything they do.
- Maintains a high level of awareness on the sales floor to create a safe and secure shopping environment for everyone. Maintains clutter free, clear egress to emergency exits. Immediately corrects or reports any unsafe conditions or practices to Store Leadership.
- Treats all Customers and Associates with respect and courtesy; is friendly and professional at all times. Recognizes fellow Associates using Company recognition programs.
- Assists Customers in any way necessary – is register-trained, assists Customers with merchandise, and answers Customer questions in a polite and knowledgeable manner. Greets all Customers by making eye contact, smiling and saying “hello” throughout the Store as well as saying “thank you” with every register transaction.
- Provides prompt and efficient responses to Customers at all times. Responds to Customer Service calls immediately. Handles all Customer issues in a courteous and helpful way, calling a member of the Store Leadership when needed.
- Represents and supports the Company brand at all times.
- Performs cleaning tasks such as sweeping, mopping, dusting, wiping counters and mirrors, replenishing restroom supplies, and disinfecting high-touch areas including the front-end, sales floor and restrooms to help maintain merchandise, customer and Team areas.
- Maintains a professional appearance and adheres to the Company’s dress code at all times.
- Performs cleaning tasks such as sweeping, mopping, dusting, wiping counters and mirrors, and replenishing restroom supplies to help maintain merchandise, customer and Team areas.
- Performs daily assigned sizing and recovery per company best practice to ensure a neat, clean and organized store that is well-maintained and efficiently merchandised to standards.
- Expedites newly received merchandise receipts to the sales floor with a sense of urgency, merchandising all items per company best practice to the monthly presentation guidelines and maintaining merchandise/brand name familiarity within departments to assist Customers.
- Understands the Loss Prevention Awareness program, the Shortage Highway, the Store Protection Specialist (SPS) position (where applicable), and merchandise protection standards.
- As a representative of Ross Inc., demonstrates integrity and honesty in all interactions with Associates and Customers. Safeguards confidential information, cash and credit card information, and merchandise.
- Follows all Mark-Out-of-Stock (MOS) policies, including the identification of MOS merchandise, proper processing of each piece and the notification of Store Leadership to review and approve all disposals.
- 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.
- Demonstrates a sense of urgency to efficiently perform their role. Maximizes productivity by executing all Store best practices and minimizing steps and touches in their work flow.

COMPETENCIES:

- Manages Work Processes
- Business Acumen
- Plans, Aligns & Prioritizes
- Builds Talent
- Collaborates
- Leading by Example
- Communicates Effectively
- Ensures Accountability & Execution

QUALIFICATIONS AND SPECIAL SKILLS REQUIRED:

- Effectively communicate with Customers, Associates and Store Leadership in a friendly, respectful, cooperative and pleasant manner.
- Ability to perform basic mathematical calculations commonly used in retail environments.

PHYSICAL REQUIREMENTS/ADA:

Ability to use all Store equipment, including PDTs, 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, and stoop.
Ability to occasionally push, pull and lift more than 25 pounds.
Ability to use janitorial equipment, rolling racks, ladders and other assigned supplies.
Certain assignments may require other qualifications and skills.
Associates who work Stockroom shifts: Ability to regularly push, pull and lift more than 20 pounds.

SUPERVISORY RESPONSIBILITIES:

None

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COMPETENCIES:

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QUALIFICATIONS AND SPECIAL SKILLS REQUIRED:

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PHYSICAL REQUIREMENTS/ADA:

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Associates who work Stockroom shifts: Ability to regularly push, pull and lift more than 20 pounds.

SUPERVISORY RESPONSIBILITIES:

None

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Store Protection Specialist

Number of Openings: 1

Salary Range: \$11.00+ per hour

Employment Status: Part-time

GENERAL PURPOSE:

This position provides a visible presence at the Store entrances/exits, mitigating theft and fraud and maintaining a safe and secure environment for Associates and Customers. The Specialist makes eye contact, smiles, and greets all Customers in a prominent, courteous and friendly manner deterring opportunity for theft by demonstrating "command" presence in a Company issued vest/required black attire, and monitoring the Code 50 package inspection policy. Walks sales floor to identify and address potential theft indicators, as directed by Store Leadership. Partners with Store Leadership to ensure compliance with Loss Prevention directives and minimization of operational shortage. Must embrace Company values and have a mentality to protect the Ross treasure.

ESSENTIAL FUNCTIONS:

Maintaining Safe & Secure Environment:

- Understands that safety is the number one priority and practices safe behaviors in everything they do and assists Store Leadership in maintaining a safe and secure environment for both Associates and Customers.
- Provides visible "command" presence, including prominent greetings with eye contact, at Store entrances/exits and on sales floor in a Company issued vest/required black attire, monitoring for potential safety issues.
- Removes clutter and ensures safe, clear egress to emergency exits.

Developing Great Teams & Partnerships:

- Provides great Customer service by prominently greeting Customers, making eye contact, smiling and answering questions in a friendly and courteous manner.
- Treats all Customers and Associates with respect.
- Demonstrates courtesy, friendliness, and professionalism at all times. Recognizes Associates using Company recognition programs.
- Regular involvement with internal and external partners. May include conference calls, scheduled district meetings, educating Associates, providing recognition, etc.
- Other duties as assigned to support Loss Prevention initiatives.

Personal and Store Brand

- Represents and supports the Company brand at all times.
- Maintains a professional appearance, in accordance with Company dress code.

Mitigating Theft & Fraud:

- Monitors entrances/exits as well as sales floor for potential theft by identifying suspicious behavior.
- Gathers theft indicators and uses internal or external intelligence to impact shortage trends. Effectively communicates to Store Leadership and Loss Prevention Leadership.
- Adheres to Company policy for external theft response.
- Executes all Company Best Practices and maximizes productivity by minimizing steps and touches while working.

Minimizing Operational Shortage:

- Increases Store awareness on effective processes to minimize operational shortage. Trains and educates Associates on shortage reduction initiatives.
- Observes and validates proper checkout procedures for Customers and Associates

COMPETENCIES:

- Manages Work Processes
- Business Acumen
- Plans, Aligns & Prioritizes
- Builds Talent
- Collaborates
- Leading by Example
- Communicates Effectively
- Ensures Accountability & Execution

QUALIFICATIONS AND SPECIAL SKILLS REQUIRED:

- High School education or equivalent required, AA degree preferred.
- One year retail supervisor experience or similar training preferred.
- One year loss prevention/security training preferred.
- Active Security Guard License preferred
- Ability to work effectively in a fast-paced environment.

- Strong communication skills.
- Demonstrated ability to build and maintain relationships with the Store team.
- Excellent Customer service skills.
- Proven ability to effectively resolve conflict.
- Must be able to comply with all applicable federal and state laws and regulations for security positions, including but not limited to, additional background screening, physical examination, fingerprinting and/or drug and alcohol testing.

PHYSICAL REQUIREMENTS/ADA:

- Consistent timeliness and regular attendance.
- Ability to spend up to 100% of working time standing, walking, and moving around the Store.
- Must be able to raise or lower objects more than 25 lbs., from one level to another (includes upward pulling).
- Must be able to regularly bend, stoop, or crouch (frequency and duration will vary per daily business need).
- Certain assignments may require other qualifications and skills.

SUPERVISORY RESPONSIBILITIES:

None

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Employment Status: Part-time

GENERAL PURPOSE:

This position provides a visible presence at the Store entrances/exits, mitigating theft and fraud and maintaining a safe and secure environment for Associates and Customers. The Specialist makes eye contact, smiles, and greets all Customers in a prominent, courteous and friendly manner deterring opportunity for theft by demonstrating "command" presence in a Company issued vest/required black attire, and monitoring the Code 50 package inspection policy. Walks sales floor to identify and address potential theft indicators, as directed by Store Leadership. Partners with Store Leadership to ensure compliance with Loss Prevention directives and minimization of operational shortage. Must embrace Company values and have a mentality to protect the Ross treasure.

ESSENTIAL FUNCTIONS:

Maintaining Safe & Secure Environment:

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Developing Great Teams & Partnerships:

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Personal and Store Brand

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Mitigating Theft & Fraud:

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- Executes all Company Best Practices and maximizes productivity by minimizing steps and touches while working.

Minimizing Operational Shortage:

- Increases Store awareness on effective processes to minimize operational shortage. Trains and educates Associates on shortage reduction initiatives.
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COMPETENCIES:

- Manages Work Processes
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- Active Security Guard License preferred
- Ability to work effectively in a fast-paced environment.
- Strong communication skills.
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- Excellent Customer service skills.
- Proven ability to effectively resolve conflict.
- Must be able to comply with all applicable federal and state laws and regulations for security positions, including but not limited to, additional background screening, physical examination, fingerprinting and/or drug and alcohol testing.

PHYSICAL REQUIREMENTS/ADA:

- Consistent timeliness and regular attendance.
- Ability to spend up to 100% of working time standing, walking, and moving around the Store.
- Must be able to raise or lower objects more than 25 lbs., from one level to another (includes upward pulling).
- Must be able to regularly bend, stoop, or crouch (frequency and duration will vary per daily business need).
- Certain assignments may require other qualifications and skills.

SUPERVISORY RESPONSIBILITIES:

None

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.

Ross is an equal employment opportunity employer. We consider individuals for employment or promotion according to their skills, abilities and experience. We believe that it is an essential part of the Company's overall commitment to attract, hire and develop a strong, talented and diverse workforce. Ross is committed to complying with all applicable laws prohibiting discrimination based on race, color, religious creed, age, national origin, ancestry, physical, mental or developmental disability, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), veteran status, military status, marital or registered domestic partnership status, medical condition (including cancer or genetic characteristics), genetic information, gender, gender identity, gender expression, sexual orientation, as well as any other category protected by federal, state or local laws.

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Ross: About Us

Over the past 30+ years, Ross Stores, Inc. has grown from a six-store chain into a \$16 billion, Fortune 500 Company. Our business model is resilient. By keeping costs low and offering exciting brands, we deliver value to our customers. Our unique off-price model enables us to continue opening new stores across the country, outpacing traditional retailers for three years running.

Please contact Ernst & Young at 866-834-5115 with any questions. Thank you for your assistance.
We appreciate you sending qualified applicants to our stores and facilities.

This Job Posting will expire in 30 days.