



## Job Description

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<b>JOB TITLE:</b>	Sales Associate & Key Holder
<b>BUSINESS UNIT:</b>	Ramble on Pearl
<b>REPORTS TO:</b>	Store Manager - Ramble on Pearl
<b>CLASSIFICATION:</b>	Nonexempt
<b>STATUS:</b>	Part Time (~ 20 hours per week)
<b>WORK DAYS:</b>	Shift duty with availability 7 days/week
<b>WORK LOCATION:</b>	Ramble on Pearl (1638 Pearl St., Boulder CO 80302)
<b>REMOTE WORKING:</b>	None
<b>SUPERVISORY DUTIES:</b>	None
<b>COMPENSATION:</b>	\$16.00 - \$18.00/hr Depending on Experience
<b>BENEFITS:</b>	Up to 6 days/year Paid Sick and Safe Time; 40% Employee Discount

### ABOUT THE RAMBLE COLLECTIVE:

Founded in 2013, The Ramble Collective (a dba of Boulder Treasures, Inc.) is a nonprofit social enterprise that creates pathways to purpose and community for adults with intellectual and developmental disabilities (IDD). Since our founding, we have operated a job training apprentice program as a pathway to independent community employment. This program provides paid on-the-job training, work experience, and job placement services. We also provide transitional job coaching for our graduates in their future places of employment. We are actively growing. Starting in 2021, we began expanding our footprint through the Ramble Community Connections program which provides community engagement services to individuals living within an Independent Living Community. Our Ramble Opportunities apprentice program is operated out of our two retail stores, Ramble on Pearl (an active lifestyle clothing boutique; founded in 2014) and Ramble on Pearl (a Boulder-themed gift shop; founded in 2021).

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### POSITION SUMMARY:

The Sales Associate & Key Holder must be an enthusiastic individual excited about the opportunity to support the retail business objectives of a unique nonprofit social enterprise in support of its mission of helping individuals with intellectual and developmental disabilities (IDD) realize their aspirations for meaningful, independent employment. This Sales Associate role is primarily a sales & customer service position, however it requires the desire, skills and flexibility to work directly with our apprentices as a coach when called upon (in which case, apprentice coach training will be provided). In addition to their customary duties, our Sales Associates work alongside and mentor our apprentices, who are provided on-the-job training as a means of obtaining independent community employment.

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## **GENERAL RESPONSIBILITIES:**

Under the direction of the Store Manager, the Sales Associate & Key Holder is responsible for delivering exceptional customer service and supporting the day-to-day operations of the store. Areas of responsibility include:

- Understand, embrace and emanate The Ramble Collective's mission and be a true ambassador for our mission;
  - Assist the Store Manager in the duties of a keyholder;
  - Receive merchandise into inventory and arrange merchandise displays;
  - Remain current and knowledgeable in all merchandise brands as required to provide exemplary customer service;
  - Create a positive experience for our customers as they explore the range of products available at Ramble on Pearl while learning about our mission;
  - Remain current and knowledgeable in all store systems including point of sale and inventory management systems;
  - Perform cash register and inventory control procedures;
  - Mentor our apprentices as they learn various retail skills.
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## **ESSENTIAL FUNCTIONS and RESPONSIBILITIES:**

### **Customer Service:**

- Provide exemplary customer service that results in loyal repeat customers and growing sales;
- Create a positive experience for our customers as they explore the range of products available at Ramble on Pearl while learning about our mission;
- Develop loyal repeat customers that act as ambassadors of our store and mission by sharing their enthusiasm with their friends and family.

### **People / Leadership:**

- Actively participate in creating a healthy team environment so that Ramble on Pearl remains a positive place to learn, work and shop;
- Communicate frequently and effectively with the Store Manager and colleagues, to share customer feedback and other observations so as to improve store operations.

### **Operations:**

- Conduct daily store operations and prioritize daily tasks to be conducted between customer visits to the keep the store looking fresh and shoppable;
- Receive merchandise into inventory and arrange merchandise displays to attract customers;
- Conduct/supervise opening and closing procedures;
- Coordinate with the Store Manager to manage the availability of merchandise by monitoring inventories (on the sales floor and in back stock) and process merchandise orders.

### **Other:**

- All other duties, as may be assigned from time to time.
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**QUALIFICATIONS:**

- A minimum of 1 year work experience in retail;
  - Available to work weekends and evenings;
  - Background checks required.
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**REQUIRED SKILLS/ABILITIES:**

- Customer service;
  - Self-starter - taking initiative to solve problems within areas of responsibility;
  - Leadership and mentoring;
  - Demonstrate enthusiasm for working alongside employees with intellectual and developmental disabilities;
  - Coach, mentor, lead and instruct others to realize their full potential with clarity, consistency, firmness, respect, and patience;
  - Work well under pressure, be able to handle unexpected situations calmly and confidently, and have a high tolerance for potentially stressful situations.
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**KNOWLEDGE:**

- Retail store operations;
  - POS/inventory and online sales management systems;
  - Microsoft Office and/or Google Suite for data analytics, documentation and communication.
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**PHYSICAL REQUIREMENTS:**

- Lifting or carrying 40 pounds;
  - Reaching overhead while using a step stool;
  - Crouching or reaching down to floor level;
  - Standing for long periods.
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Disclaimer:

The preceding job description has been designed to indicate the general nature and level of work performed by the employee(s) within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees in this position.

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Acknowledgement:

I have read and understand the above job description. I agree to adhere to the above requirements and responsibilities.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_ Title: \_\_\_\_\_