



ReSale Store/Front Desk JTP Associate Job Description

Title: ReSale Store/Front Desk JTP Associate

Reports to: Operations & Programs Coordinator

Status: Part-time, temporary, 15.5 hours/week during a 24-week program

Program: Job Training Program, JTP

Mission: We strengthen our community with services that empower people.

Vision: Inspiring Hope, Resilience & Independence.

Scope: Mountain Resource Center is a community-based non-profit organization that provides bundled services and integrated case management to families in need. Our “Inspiring Hope, Resilience & Independence” vision provides accessible health and human services to people living in Conifer, Evergreen, Bailey and surrounding communities in order to foster more self-reliant and healthier lives.

Position Summary: Job Training Associates will be active in the Mountain Resource Center’s job training program. The Program is designed to assist participants in removing barriers to employment by providing real-world experience along with coaching. An emphasis will be placed on development of soft skills. Participants will gain hands-on experience within the MRC agency as a front desk associate and/or Resale Store associate. The participants will also meet regularly for individual/group roundtables to discuss various topics driven by participant needs (examples include Excel, Word, Resumes, Interviewing) They will also provide general organizational support to agency personnel and may job shadow in other agency areas. The duration of this program is 24 weeks.

Essential Functions

Summary of function

- Maintain strict confidentiality of clients’ information
- Maintain clear understanding of various program areas, activities and events being held at and by MRC
- Welcome and greet guests to our facilities
- Communicate respectfully and clearly with visitors
- Ability to effectively communicate with the mountain community about Mountain Resource Center programs, community needs and Mountain Resource Center Services
- Front desk associate: answer phones, schedule appointments, basic computer knowledge, recordkeeping, communication with clients and staff
- Resale Store associate: process donations, merchandising, POS system, communication with clients and staff

Knowledge, Skills, Abilities and Accountabilities

The Job Training Associate demonstrates the following:

- Willingness to accept coaching
- Willingness to take direction and learn new things
- Flexibility and willingness to adapt to changing circumstances
- Conformance to a drug-free workplace, not be under the influence of alcohol and/or other illicit drugs of abuse
- A professional, positive and polite attitude and relationship with other MRC employees, volunteers, clients and customers

Physical Demands

- Work is performed while standing, walking and/or sitting – may require long periods of standing
- Requires ability to communicate effectively using speech, vision, and hearing
- Requires bending, squatting, crawling, climbing, and reaching
- Requires ability to lift, carry, push or pull medium weights up to 50 pounds

Credentials, Experience and Qualifications

- Candidates will demonstrate a desire to re-enter the workforce after a prolonged absence OR
- Candidates will demonstrate entering the workforce for the first time
- Candidates will express their desire to gain transferable skills which will lead to success in securing permanent employment at end of program
- At least 18 years of age
- Proof and maintenance of proper legal authorization to work in the United States

Benefits of program participation

- Development and/or strengthen soft skills
- Development and/or strengthen hard skills
- Opportunity to re-establish employment status
- Opportunity to build work history

Schedule Specifics

- Schedule will include shifts at Resale Store and MRC main building
- Days of week include Monday-Saturday, depending on location of shifts
- Some flexibility with hours per day; pay rate \$15/hr
- If interested, email dawn@mrcco.org or # 303.838.7552

Mountain Resource Center is an equal opportunity employer and prohibits unlawful discrimination on the basis of age 40 and over, race, sex, color, religion, national origin, ethnic origin, economic status, marital or familial status, disability, military status, genetic information, ancestry, creed, gender identity, and sexual orientation, or any other status protected by applicable federal, state or local law.

Mountain Resource Center vows to be anti-racist and foster an environment of mutual respect and acceptance. Mountain Resource Center's values and centers its work on,

- Empowering change
- Embracing differences
- Understanding and challenging systemic inequities
- Achieving equitable outcomes for all communities
- Supporting and encouraging personal and professional growth
- Cultivating diversity
- Valuing individual stories