



## VOLUNTEER JOB DESCRIPTION

### THRIFT STORE VOLUNTEER

#### GENERAL DESCRIPTION

**Reports to: Thrift Store Staff**

**Supervisor: Volunteer Department**

Our Thrift Store Volunteers assist Thrift Staff in the day to day running of our thrift stores, which are primary sources of funding for the HSNCF mission. Thrift Volunteers help to keep merchandise stocked on shelves and also aid in keeping our thrift stores neat and clean. A constant flow of new merchandise being transferred to the sales floor is important to generate the funds needed for the Humane Society. This position works closely with other Thrift Store Volunteers, Thrift Staff, as well as the Volunteer Department.

#### SCHEDULE

As the volunteer's schedule allows. Directions for how to sign up for shifts are given during orientation. We recommend at least one shift a month to not forget protocols and procedures. Also, if a volunteer is interested in a set weekly schedule, one can be set up.

#### TRAINING REQUIRED

Must go through Thrift Store orientation conducted by the Volunteer Department to become a Thrift Store Volunteer. On-the-job training and daily procedures are reviewed with volunteers on their first day of volunteering. Volunteers may be trained to work in specific incoming departments, such as books or linens, should the need arise. After orientation volunteers will have access to shifts at both North and South Thrift Stores.

#### RESPONSIBILITIES AND DUTIES

- **You play a huge role in keeping our Thrift Store running and thereby raising funds for HSNCF. Thank you for getting involved! 😊**
- Stock priced items on the shelves/racks/display cases on the sales floor.
- Clean, organize and help to declutter the displays on the sales floor.
- General cleaning of the main thrift store as well as back rooms and bath rooms.
- Hang clothes and organize hangers.
- Assist cashier with bagging purchased items.
- Other tasks may be assigned depending on ability and comfort.
- **Provide exceptional customer service** during our business hours; help customers locate items in the store, greet customers, and thank them for coming!

#### QUALIFICATIONS AND EXPERIENCE



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- Must have a customer service personality.

#### PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

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- Must be in good health. Any allergic condition that would be aggravated from exposure or through contact with animals or chemicals used to sanitize facilities, vehicles or equipment, is a disqualification. This position has little to no direct contact with animals.
- Must be willing and able to perform all duties including cleaning listed above.