



Resale Store Volunteer

Mission Statement: Changing social beliefs, attitudes and the behaviors that perpetuate domestic violence while creating a safe space in which to empower individuals and families affected by abuse.

Position Title: Volunteer (Unpaid Staff)

Primary Objective of Position: To assist with preparing donations for sale, providing excellent service and helping with day to day operations of the resale store.

Supervision Received: Works under the supervision of the Resale Store General Manager and Assistant Manager.

Essential Functions:

- Sorting, and hanging of donations
- Monitor dressing room and go backs
- Assist with cleaning the store
- Display merchandise in neat and orderly fashion
- Creating displays (must be within display guidelines approved my management)
- Other duties as assigned

Desired Minimum Qualifications:

- Attend A Mandatory Orientation at Resale store
- Successfully pass a background check
- Must possess excellent customer service skills
- Ability to work as an effective team member

Physical Demands and Work Environment:

- The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the volunteer is frequently required to stand, use hands and fingers to handle and be able to operate tools such as a pricing gun. Volunteers should be able to lift at least 25 lbs.
- The noise level in the environment is usually quiet but can get noisy depending on occupancy.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer and the requirements of the job change

Volunteer Duties

- **Go Backs**
 - Hang garment properly on hanger.
 - Check to see if price tag is still attached
 - Buttons or zippers are done on shirts, pants, jackets
 - Garment is placed on the correct rack and in color sequence
- **Dressing Rooms**
 - Our policy is 6 garments per customer at a time.
 - Check dressing room for items, hangers, or tags as soon as it is unoccupied.
- **Tagging**
 - All garments are tagged on the seam on the left hand side.
 - Please be mindful with delicate materials such as lace, silk, beading etc.
 - All clothing items are to be tagged with the Laura's House Tag's
- **Visuals and Displays**
 - Mannequins must be fully clothed. They must fit properly.
 - Mannequins in front window must coordinate with color theme and be stylish according to the guidelines set by the General Manager and/or Assistant Manager
 - Garments may not be pinned on the mannequin.
 - Displays must be approved by management.
 - Check shoe racks to make sure they are displayed correctly and filled in if there is space.
 - Shoes to fill in are labeled, cleaned and price in bins under the table. Shoes are sorted by color in the bin.
- **Processing Room**
 - For the safety of our staff and volunteers, please limit time spent in processing room.
 - Volunteers should work with a staff member when first learning to sort donated clothing.
 - Employees are the only ones who price clothing/items
 - Items that are removed from sales floor, rack, or sorted piles must be approved by management.
- **Sorting**
 - When going thru donations make sure the article overall is in good condition.
 - All clothing is free from rips, tears, and/or not overly worn.
 - Clothing is laundered and free of smoke.
 - Shoes that have not been overly worn or are not dirty can be rubber band together and placed in the bin that is labeled newly donated shoes that are not priced and cleaned.
- **Hanging clothing items on rack**
 - Clothing items must be hung on correct hangers.
 - Tops, sweaters and blouses normally need hangers with the grippers.
 - Pant hangers are to be used only on pants and skirts.
 - Suit hangers are to be used for 2 piece items and shirts and dresses that are strapless or halter tops
 - Items must be categorized on the rack with the dividers that label ...
 - Casual pants, slacks, blouses, knits, jeans, Pop, etc.

Volunteer Checklist

Name _____

___ Volunteer Application

___ Volunteer Orientation

___ Fingerprinting/Background Check

___ Overview of Volunteer Job Description and Duties

___ Tour of Store

