



Job Title: Gift Shop Co-Coordinator & Sewing Project Manager
Supervisor: Executive Director
Employment status: Part Time Hourly

The mission of Charitable Union is to contribute to human dignity by providing clothing, bedding and small household items at no charge and connect people to resources in the community. The Charitable Union Gift Shop is a retail operation featuring a mix of quality hand-made items and collectibles, operated to offer financial support for that mission.

Essential Function

- Serve as an outgoing, dependable team player to work in conjunction with fellow team members, as well as volunteers.
- Work with the other Gift Shop Co-Coordinator to establish and implement a solid business model, utilizing each other's strengths to complete all tasks.

Skill Requirements

- Commitment to the mission and goals of the organization.
- Excellent communication and customer service skills. Bilingual in Spanish or Burmese preferred.
- Sewing experience is necessary.
- Previous retail or sales experience preferred.
- Computer and cash register experience. QuickBooks knowledge preferred.
- Good organizational skills and attention to detail.
- Ability to perform physical work, follow directions and work with the public.
- Ability to train and supervise volunteers working on specific jobs, including sewing, craft or special projects.

Working Conditions

- Physical range of motion includes bending stooping, lifting and moving bags and boxes weighing 25 lbs. or more, climbing steps, climbing step stool, sorting donations, sitting or standing for long periods of time, stretching or raising arms over head.
- Flexible hours or split hours ranging from 18 – 30 hours

Responsibilities

Customer Service

- You are the face of Charitable Union no matter what job you are doing. Excellent customer service skills and courtesy are a must.
- You must demonstrate the ability to work with diverse of groups of people. In this position, you will be working with customers, clients, volunteers, donors and fellow staff members.
- Answer the telephone, direct calls to appropriate staff/volunteers and answer questions from clients, donors, community at large as needed.
- Implement procedures that will improve customer service.
- Maintain customer mailing lists.
- Provide donors with appropriate tax forms.

**Volunteer Oversight**

- Coordinate projects and volunteers to meet the inventory needs of the Gift Shop. This includes special projects, on-site and off-site sales, organizing displays and all aspects of product development.
- Train staff and volunteers in gift shop and provide help for special sewing/craft needs.
- Communicate with Gift Shop Co-coordinators, Volunteer Manager and Executive Director regarding projects for volunteer groups and regular volunteers.
- Instruct volunteers to sign in and out and give brief description of work performed.
- Assist volunteers with preparing fabric, washing, ironing and organizing for quilt preparations.
- Coordinate volunteer files/hours with Volunteer Manager.
- Be prepared to recommend and write information about volunteers who might be nominated for various awards.

Retail

- Organize Gift Shop to welcome all customers, optimize sale items, organize displays, deter theft/product loss and increase sales. Additionally, coordinate consignment items with area merchants to help generate new business. This includes maintaining inventory and marketing materials.
- Evaluate need level for handmade items. Organize volunteers to accomplish projects.
- Evaluate new projects for potential incorporation. Analyze skill level needed, material costs, price point and work with management staff to create marketing materials.
- Recommend improvements or changes in gift shop appearance, new products, weekly sales, special sales etc.
- Communicate gift shop shopping hours and specials to staff, volunteers, donors, clients and general public, and with development of both print and online advertising.
- Understand price points for items within the Gift Shop.
- Provide customer service to patrons by operating cash register, processing payments from customers and providing receipts.
- Complete end of the day processing, balancing the cash drawer and preparing the daily deposit.
- Work with Director of Fund Development and committee members responsible for business plan for gift shop.

Sewing

- Focus on creating handmade items.
- Sort and organize donations, fabrics, yarn, ribbon and notions that come in daily or are stored in basement area.
- See that all sewing equipment is working, call for repairs as needed, request new equipment as needed, communicate with Executive Director when special needs arise.

Other duties as assigned

Staff Signature

Supervisor's Signature