**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 Gift Shop @ Charitable Union 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.
* Proficiency in sewing, quilting and working with textiles is essential.
* Ability to work with volunteers who might not have sewing experience, but are willing to learn
* Excellent communication and customer service skills.
* Previous retail or sales experience preferred.
* Computer and cash register experience.
* 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.

**Sewing**

* Focus on creating quilts and other handmade sewn items.
* Sort and organize donations, fabrics, yarn, ribbon and notions that are donated.
* 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.

**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-Coordinator, 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.

**Retail**

* 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.
* Coordinate consignment items with area merchants to help generate new business. This includes maintaining inventory and marketing materials.
* Complete end of the day processing, balancing the cash drawer and preparing the daily deposit.

**Other duties as assigned**

|  |  |
| --- | --- |
|  |  |
| Staff Signature | Supervisor’s Signature |