



Job Title: Gift Shop Head Clerk
Supervisor: Executive Director
Employment status: Part Time Hourly (Tuesday & Thursday, alternating Friday & Saturday avg 22 hrs per week)

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.
- Responsible for the daily functions of the Gift Shop including all social media advertising.
- Work with the Gift Shop 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
- Prefer college degree and/or retail experience necessary to run the gift shop
- Cash register and computer experience. QuickBooks knowledge preferred
- Good organizational skills
- Ability to perform physical work, follow directions and work with public
- Ability to work with and train volunteers working on specific jobs, including sewing, craft or special projects
- Experience with online sales (i.e., Etsy, eBay, Facebook)
- Ability to multi-task
- Good time management skills

Preferred Skills

- Familiarity with Etsy, Pinterest and Facebook
- Knowledge and experience working with antiques
- Sewing experience, will train basic sewing knowledge within the first 60 days
- Bilingual in Spanish or Burmese

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. Good customer service skills are a must, smiling, courteous to all client shoppers, donors and volunteers, please and thank you, etc.



- Answer the telephone, direct calls to appropriate staff/volunteers and answer questions from clients, donors, community at large as needed
- Maintain accurate customer records
- Schedule, organize and work at off-site sales (craft shows)

Volunteer Oversight

- Coordinate projects and volunteers to fulfill the 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 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
- Coordinate volunteers to complete projects like cleaning and polishing items
- 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 with management staff to create marketing materials.
- Recommend improvements or changes in gift shop appearance, new product, daily sales, special sales etc.
- Responsible for weekly sale schedule
- Responsible for social media posts about the Gift Shop
- 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 and set price points for items within the Gift Shop
- Provide customer service to patrons, writing receipts, keeping proper records, operating cash register and handling money from sales
- Work with Executive Director and committee members responsible for business plan for gift shop

Other duties as assigned

Deadline to Apply: September 20, 2018

How to Apply: submit application, cover letter, resume and references via e-mail

Jobs@CharitableUnion.org or Charitable Union, Attn: Job Openings, 85 Calhoun Street, Battle Creek, MI 49017

Charitable Union is an equal opportunity employer.