**Job Title: Gift Shop Coordinator
Supervisor: Chief Executive Officer**

**Rate of Pay: $12.20
Employment status: Part Time Hourly (Mon., Wed., Thur. 8:00-5:00, alternating Fri. & Sat. 9:00-1:00)**

**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**

* Lead sewer, planning projects and volunteers, implement new sewing ideas, plan for inventories and organize the sewing space.
* Serve as an outgoing, dependable team player to work in conjunction with fellow team members, as well as volunteers.
* Work with The Gift Shop team to establish and implement a solid business model, utilizing each other’s strengths to complete all tasks.

**Skill Requirements**

* Sewing experience required.
* Computer experience, Microsoft office, Facebook, Etsy, and Pinterest.
* Commitment to the mission and goals of the organization.
* Excellent communication and customer service skills. Bilingual a plus.
* Retail experience a plus.
* Cash register experience.
* Great organizational skills and ability to multi-task.
* 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

**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 20 – 30 hours

**Responsibilities**

**Sewing**

* Focus on creating handmade items. Establishing an ideal inventory level for items, coordinating sewers, purchasing needed materials, and organizing sewing space.
* Sort and organize donations, fabrics, yarn, 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 Chief Executive Officer when special needs arise.

**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.
* Working with the Lead Clerk determine weekly sale items and upcoming specials.
* Understand price points for items and how to ensure there is a profit.
* Provide customer service to patrons, writing receipts, keeping proper records, operating cash register and handling money from sales.

**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.
* Implement procedures that will improve customer service. Maintain customer mailing lists.

**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 the Lead Clerk, Operations Manager, and Chief Executive Officer regarding projects for volunteer groups and regular volunteers.
* Assist volunteers with preparing fabric, washing, ironing and organizing for quilt preparations.
* Coordinate volunteer files/hours with Operations Manager.
* Be prepared to recommend and write information about volunteers who might be nominated for various awards.

**Other duties as assigned**

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| Staff Signature | Supervisor’s Signature |