

HELP CENTER, INC. JOB DESCRIPTION



PROGRAM: Sacks Thrift Store

UPDATED/REVISED: February 2021

POSITION: Store Office (SOC) and Volunteer Coordinator (VC)

SALARY RANGE: \$27,000-\$30,000

BENEFITS: Prorated sick leave from date of hire, vacation retroactive after six-month probation, prorated contribution toward health insurance after one month. 50% off all store merchandise.

Sacks Thrift is a nonprofit local thrift store, operating with public donations of merchandise to support Help Center, Inc. programs, including a 24-Hour Crisis, Suicide & Resource line, Sexual Assault Counseling Center, Child Advocacy Center and Hearts & Homes Family Resource Center. Voted #1 Thrift Store in Bozeman, Sacks carries a wide variety of clothing, housewares, books, domestics, furniture, jewelry, collectibles, and antiques. All proceeds stay local.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

- 2+ years progressively responsible experience in employment environments geared toward non-profit utilization, development, management, etc.
- Experience managing or overseeing volunteers and staff
- Excellent oral, verbal and written communication skills
- Excellent computer skills
- Competency and experience in fiscal and budgetary operations
- Ability to multi-task, but also delegate when necessary
- Excellent organizational skills
- Excellent ability to work independently
- Current valid driver's license and a clean, insurable driving record

PREFERRED QUALIFICATIONS

- Bachelors degree in a related field
- Volunteer Management skills
- Demonstrated ability to assist in the preparation & management of a program budget
- Skill in crisis management, peer mediation
- Experience or familiarity with community outreach procedures
- Cash handling experience
- Computer knowledge; Microsoft Suite
- Ability to drive commercial vehicle, as needed

OVERVIEW OF OFFICE AND VOLUNTEER COORDINATOR POSITION

This position is a full-time position with Sacks Thrift. The position is two parts which will be split between Store Office Coordinator (SOC) and Volunteer Coordinator (VC).

Employees operate the Sacks store in a cooperative structure without a manager. There are procedures in place for most employee related processes. This position is responsible for their maintenance and update. The Office

Coordinator is responsible for the performance of tasks that are needed for the system to work efficiently. The Office Coordinator also aids in the day-to-day sales floor operations. The SOC carries the responsibility of budgetary planning and oversight and all payroll, HR and fiscal duties pertaining to the store. This position additionally monitors and facilitates annual and probation related peer evaluations and all other documenting duties as pertains to the employees and running of the store.

The Volunteer Coordinator (VC) is responsible for the management and continued development of a structured and sustainable volunteer program that will benefit the Help Center and Sacks Thrift store. The Coordinator will create a yearly plan that includes guidelines regarding needs assessment, recruitment and sustainability.

Volunteer Coordinator Specific:

- Oversee and manage volunteer recruitment and placement. This includes developing, implementing, and overseeing volunteer orientation and training.
- The VC position also involves developing a full understanding of the donations processing and clothes hanging systems in the store.
- The VC will work with staff to ensure all new volunteers have a warm welcome and a clear understanding of Help Center programs and the Sacks policies and procedures for all departments. This calls for continuously updating a Volunteer Orientation Training Manual for both volunteers and staff
- Assist in the following responsibilities: advertising/marketing/public relations; community outreach and representation of Sacks and Help Center, Inc.
- Create monthly reports of volunteer hours as well as any outreach completed that month for ED
- Create annual reports of volunteer records and hours completed for HC

Store Office Coordinator:

- HR-Related Duties:
 - Turn in a bi-weekly payroll report for Sacks staff on the Monday before payroll
 - Managing all hiring paperwork after staff has voted to hire new individual
 - Oversee incident reports and communicating with Help Center administration
 - Maintain a record of hiring dates and probation periods for timely scheduling of peer evaluations
 - Create and ensure an integrated weekly work schedule assisting employees in maintaining a calendar
 - Coordination of annual employee and volunteer appreciation activities and events
 - Maintaining employee accountability as it pertains to the Policy and Procedures, including handling disciplinary action and documentation
 - Conflict resolution among staff when needed
- Financial-Related Duties:
 - Monitor and understand the store budget
 - Assemble store payrolls and bills for processing each pay period
 - Gather petty cash records/ receipts and turn these and any other bills from store in with payroll
 - Count and balance cash drawer as well as reconciling nightly and monthly bank deposits
 - Manage sick and vacation time reporting for payroll
- Office Administration
 - Maintenance and updating of documents and manuals, ensure items like city permits and company vehicle registration stay current
 - Sort and respond to mail and email correspondence

- Overhaul, update, and maintain office file systems
- Update store documents as needed, maintaining computer files and backups
- Order store supplies, as necessary
- **Communication**
 - Act as a liaison with website administrator, as well as social media posts for store items, sales, and events
 - Assist in setting up staff meetings, facilitate communication and encourage attendance by all staff
 - Take minutes at staff meetings, and distribute to ED and staff
 - Report annually voucher numbers as well as other services given to Help Center administration
- **Misc.**
 - Ability to cover and work sales floor shifts on a regular and as-needed basis
 - Serve as liaison between store and Help Center administration, as needed
 - Create signage for sales or store announcements

Help Center Related:

- Bi-weekly meetings with Help Center Development & Communications Coordinator

POSITION REPORTS TO: Help Center, Inc. Executive Director and
Help Center, Inc. Development and Communications Coordinator