

HELP CENTER, INC. JOB DESCRIPTION

PROGRAM: Sack's Thrift Stores **UPDATED/REVISED:** June 2019

POSITION: Store Office and Volunteer Coordinator

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

BENEFITS: For ½ time or more: prorated sick leave from date of hire, vacation retroactive after six-month probation, prorated contribution toward health insurance after a month.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:

- 2-4 years progressively responsible experience in employment environments geared toward non-profit utilization, development, management, etc.
- Experience managing or overseeing volunteers or staff.
- Excellent oral and written communication skills
- Ability to multi-task, but also delegate when necessary
- Current valid driver's license and a clean, insurable driving record

PREFERRED QUALIFICATIONS

- Bachelor's degree in a related field
- Skill in public relations, marketing and advertising, volunteer management
- Demonstrated ability to assist in the preparation & management of a program budget
- Skill in crisis management
- Experience or familiarity with community outreach procedures

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 Office Coordinator and Volunteer Coordinator.

Employees operate the Sacks stores in a cooperative structure without a manager. The Office Coordinator is responsible for the performance of tasks that are needed for the system work efficiently. The Office Coordinator also aids in the day-to-day sales floor operations. The SOC carries the responsibility of gathering payroll & monitoring the timing of peer evaluations as related to probation periods.

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 stores. 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 at both Sacks stores.
- 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' Stores 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 the Sacks stores and Help Center, Inc.
- The VC is expected to be aware of agency wide budgets, to assemble store payrolls and bills for processing each pay period, and to attend regular store and/or agency meetings, taking minutes during Help Center, Inc meetings

Help Center Related

- Turn in a bi-weekly payroll report for both stores on the Monday before payroll
- Gather petty cash records/ receipts and turn these and any other bills from store in with payroll
- Act as a liaison with web site administrator for store listings and information
- Bi-weekly meetings with HC Development Coordinator

Office Management

- Ability to cover and work sales floor shifts on a regular and as-needed basis.
- Ensuring city permits and company vehicle registration stay current
- Overhaul, update, and maintain office file systems in both stores, duplicating as needed
- Create an integrated weekly work schedule assisting employees in maintaining a calendar
- Sort mail and email correspondence.
- Update store documents as needed, maintaining computer files and backups
- Help staff in keeping up supply of forms and signs needed for store operations or public relations
- Coordination of annual employee and volunteer appreciation events
- Assist in setting up staff meetings, facilitate communication and encourage attendance by all staff
- Take minutes at Staff meetings, and distribute to ED
- Managing all hiring paperwork after staff has voted to hire new individual.
- Overlooking incident reports and communicating with Help Center whenever such an event arises.
- Communicate with accountant and HC about sick / vacation time discrepancies
- Maintain a record of hiring dates and probation periods for timely scheduling of peer evaluations
- Maintaining employee accountability as it pertains to the Policy and Procedures
 - When needed- handling disciplinary action and documentation
 - Conflict resolution among staff when needed.

POSITION REPORTS TO: Help Center, Inc. Executive Director

HIRING/SIGN-IN INFORMATION:

_____ was hired on _____ to work _____ time
in accordance with this job description.

The job consists of meeting the responsibilities of the Office and Volunteer Coordinator as outlined in the job description..

Signatures below signify that program and agency policies and procedures were made available to and discussed with the new employee.

Copies of the job description signed by the hiring supervisor and the employee will serve as the letter of employment to the employee and to the personnel file.

READ and SIGNED by: _____
Employee **Date**

DISCUSSED by: _____
Supervisor **Date**

Probation is to end with an evaluation based on this job description after _____

COMMENTS: