



**Job Title:** Gift Shop Lead Clerk  
**Supervisor:** Chief Executive Officer  
**Employment status:** Part Time Hourly (Tues. & Thurs 8:00-5:00 Sat. 9:00-1:00  
avg 22 hrs per week)  
**Rate of Pay:** \$10.56

**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 handmade items and collectibles, operated to offer financial support for Charitable Union.**

#### **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 Lead Sewer to establish and implement a business model, utilizing each other's strengths to complete all tasks.
- Social media posts and interactions to gain a new consumer base.

#### **Skill Requirements**

- Commitment to the mission and goals of the organization
- Familiarity with researching items to determine value
- Excellent communication and customer service skills
- Cash register, ability to count change back, and computer experience
- 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
- Prefer college degree and/or retail experience necessary to run the Gift Shop

#### **Preferred Skills**

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

#### **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
- Communicate with Gift Shop Lead Sewer, Operations Manager, and Chief Executive Officer regarding projects for volunteer groups and regular volunteers
- Instruct volunteers to sign in and out and ensure that all duties of the Gift Shop are preformed either daily or weekly (as schedule indicates)
- Be prepared to recommend and write information about volunteers who might be nominated for various awards
- Recruitment of new volunteers in the Gift Shop and training them on operating the sales system

### **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 and communicate with the Lead Sewer.
- Recommend improvements or changes in the 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
- Other duties as assigned

### **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 22 – 40 hours

**How to Apply:** submit completed application via e-mail [Jobs@CharitableUnion.org](mailto:Jobs@CharitableUnion.org) or Charitable Union, Attn: Job Openings, 85 Calhoun Street, Battle Creek, MI 49017