**My Friends Closet**

**Affordable Clothing, Priceless Connections**

**Mission Statement:** To be a place where everyone who walks in feels like a friend while being able to shop for good used items at an affordable price.

**Position Title:** Volunteer (Unpaid Staff)

The Primary Objective of the Position is to assist with preparing donations for sale, providing excellent service, and helping with the day-to-day operations of the resale store.

**Supervision Received:** Works under the supervision of the Resale Store Site Manager.

**Essential Functions:**

 • Sorting and hanging of donations

 • Monitor dressing room and go-backs

• Assist with cleaning the store

 • Display merchandise in a neat and orderly fashion

 • Creating displays (must be within display guidelines approved by management)

• Other duties as assigned

**Desired Minimum Qualifications:**

 • Attend A Mandatory Orientation at the resale store

 • Successfully pass a background check

• Must possess excellent customer service skills

• Ability to work as an influential team member

**Physical Demands and Work Environment:**

• An employee/volunteer must meet the physical demands and work environment described here to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

• While performing the duties of this job, the volunteer is frequently required to stand and use hands and fingers to handle and be able to operate tools such as a pricing gun. Volunteers should be able to lift at least 25 lbs.

 • The noise level in the environment is usually quiet but can get noisy depending on occupancy.

**The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the job requirements change.**

**Volunteer Duties**

**Go Backs**

• Hang garments properly on a hanger.

• Check to see if the price tag is still attached

 • Buttons or zippers are done on shirts, pants, jackets

• Garment is placed on the correct rack and in color sequence

**Dressing Rooms**

 • Our policy is six garments per customer at a time.

• Check the dressing room for items, hangers, or tags as soon as it is unoccupied.

**Tagging**

 • All garments are tagged in the middle or seam.

 • Please be mindful of delicate materials such as lace, silk, beading, etc.

 • All clothing items are to be tagged with the provided MFC tags with the correct pen and fastener color

**Visuals and Displays**

• Mannequins must be fully clothed. They must fit properly.

• Mannequins in the front window must coordinate with the color theme and be stylish according to the guidelines set by the General Manager

• Displays must be approved by management.

• Check shoe racks to ensure they are displayed correctly and filled in if there is space.

• Shoes to fill in are labeled, cleaned, sized, and priced.

**Processing Room**

• For safety, staff and volunteers are only permitted in the processing room.

• Volunteers should work with a staff member when first learning to sort donated clothing.

• The back door must remain shut between taking in donations.

• Items that are removed from the sales floor, rack, or sorted piles must be approved by management.

**Sorting**

• When going through donations, ensure the article is in good condition.

• All clothing is free from rips and tears and not overly worn.

 • Clothing is free of smoke and other unnatural smells.

* Household items, appliances, and furniture must be in excellent working order with no missing pieces, frayed cords, or stains. Management must approve all these items.

**Hanging clothing items on the rack**

• Clothing items must be hung on the correct hangers.

* Tops, sweaters, and blouses usually need hangers with grippers.
* Pant hangers are to be used only on pants and skirts.
* Suit hangers are to be used for two-piece items, shirts, and dresses that are strapless or halter tops.
* Items must be categorized on the rack with dividers, such as Casual pants, slacks, blouses, knits, jeans, Pop, etc.

**VOLUNTEER CHECKLIST**

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_Volunteer Application

\_\_\_\_Volunteer Orientation

\_\_\_\_Fingerprinting/Background Check

\_\_\_\_Overview of Volunteer Job Description and Duties

\_\_\_\_Signed and dated Code of Conduct

\_\_\_\_ Tour of Store

**Manager Signature of Completion:**

**Date:**