



JOB DESCRIPTION

POSITION: Thrift Shop Operations and Support Coordinator

CLASSIFICATION: Part Time

REPORTS TO: Director of Operations Donor Services

Essential Duties & Responsibilities:

- Train and supervise individual and volunteer groups and store volunteers.
- Provide overview of thrift shop operations to tours and new volunteer groups.
- Work with Directors to schedule and communicate with thrift shop volunteers.
- Provide back up support on cash register, production area pricing and merchandising of product on the sales floor.
- Provide backup to assist clients with the NFCC Family Choice Clothing Program.
- Provide backup to replenish merchandise, keep all areas of the sales floor neat, clean and organized.

Education and Experience:

- Minimum High School or GED / Associate or Bachelor's degree preferred.
- Nonprofit and/or volunteer experience preferred.
- Basic computer skills, including MS Office, Word, Excel and CRM experience preferred.

Knowledge, Skills and Abilities:

- Ability to work in a team environment.
- Strong interpersonal skills, ability to relate to people and accept individual differences.
- Ability to maintain professional ethics and confidentiality of volunteer and client information.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to be committed to the NFCC mission and the community we serve.
- Enthusiastic and positive attitude.
- Provide excellent customer service.
- Ability to continuously learn and adapt to change.
- Ability to multi-task, meet deadlines and work with a variety of people in different situations.
- Excellent organizational skills.
- Ability to enter data correctly, maintain and keep organized both digital and hard-copy files.

Working Hours and Conditions:

- 25–30 hours per week.
- This position requires work on weekends and some evenings.

Hourly Wage: \$14.50 per hour



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