

Retail Aid

Volunteer Position Description



Work Location	2608 Center St Tacoma WA 98409
Purpose of the Position	This is a volunteer position responsible for keeping the retail area presentable and answering questions about our retail store.
Essential Duties and Responsibilities (include, but not limited to)	<ul style="list-style-type: none"> • Welcomes visitors into the retail area • Answers basic retail questions • Checks the receipts of customers leaving the shelter • Assesses the retail area for suspicious behavior • Ensures that the retail area is clean and presentable • Coordinates customers with appropriate shelter staff for purchase • Works with Customer Service Team to designate donated items for purchase
Commitment of Time	Required to make a minimum commitment of one shift every week
Hours Volunteer can Work	Business Hours
Levels of Difficulty 1=easy/5=demanding (physical, mental, emotional)	<p>Physical difficulty is level 3: all the work will be done while standing at a podium or in the retail area.</p> <p>Mental difficulty is level 2: You will be provided with the proper tools and equipment to answer retail and stocking questions. Any questions beyond retail information will be directed to our Greeter station.</p> <p>Emotional difficulty is level 3: the position does require interaction with the public in-person, and this can become emotionally draining and stressful, depending on the volume of individuals visiting the shelter.</p>
Skills/Experience	<ul style="list-style-type: none"> • Experience in a paid customer service position • Exceptional customer service skills • Professional verbal communication • Experience answering questions in the workplace • Ability to retain new information quickly • Ability to multitask
Expected Working Conditions	<p>The working conditions described here are representative of those an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Potential exposure to animal bites and scratches. Potential exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc., and cleaning products. Potential exposure to zoonotic (animal transmitted) diseases.</p>
How often do volunteers need to work on site?	Volunteers work on-site at all times.

Tools and equipment provided	<ul style="list-style-type: none"> • Basic office supplies • Cart
Tools and equipment volunteers can bring if desired	N/A
Project Start Date	Ongoing
Orientation/Training	2 hours: Volunteer Orientation 4 hours+: Hands-on training
Learning Opportunities (Skills/Knowledge)	<ul style="list-style-type: none"> • How to successfully manage lobby traffic • How to work with a diverse population • Knowledge of retail products and processes
Restrictions	<ul style="list-style-type: none"> • Must be able to learn and follow guidelines and policies of the HSTPC and follow directions given by staff. • Must be able to stand for a four-hour shift. • Volunteers must be at least 16 years of age.
Volunteer Contact	Customer Service Lead
Supervisor	Volunteer Manager
Extra Comments	
Last updated	10/31/18