



**Position Title: New To You Retail Associate or Bookends**

**Position Type: Volunteer**

**Program Area: New to You clothing and Book Retail Services**

**Reporting Relationship: Manager, Retail Stores**

**Program Overview:**

East Wellington Community Services (EWCS) operates three retail stores, including two gently used clothing stores, New To You. **One store is located at 143 Dennis Street in Rockwood, and the other is located at 45 Main Street, Erin.** Our stores accept donations of gently used clothing, shoes, and accessories from the community and sell them at reasonable, affordable prices. Revenue generated from these sales goes towards funding EWCS many programs and services.

**Position Purpose:** To assist in fundraising efforts through the sales of items in our stores. Volunteers are ambassadors of EWCS and help to promote our agency to the public, and specifically to customers. To promote the visibility of EWCS, New To You, and Bookends.

**Qualifications:** Volunteers in this position should be comfortable working with others, have a pleasant demeanor, and be dependable and patient. Volunteers must be welcoming, enjoy answering questions, and go out of their way to make customers' experiences enjoyable.

**Duties/Responsibilities:**

- Open or close the store, including putting out signs/turning on lights, and counting float/sales
- Welcome customers; inform them of promotions or upcoming EWCS events
- Provide courteous, helpful assistance to customers whenever necessary.
- Operate cash register. Process sales transactions and package/bag items purchased.
- Accept, sort, and arrange clothing in the store for sale in the proper location. Thank all donors for their generosity
- Ensure a neat, tidy appearance of the store is maintained.
- Assist with the changeover of seasonal clothes.
- Maintain confidentiality and non-discrimination policies at all times
- Maintain up-to-date knowledge and awareness of EWCS programs, functions, and events
- Behave in the manner consistent with the values and ethics of EWCS, appropriately representing the agency in the community
- Perform other duties as required

**Time Commitment:** Shifts are three hours in length from either 10 a.m.-1 or 1 p.m.-4 p.m.

**Physical Requirements:** Able to lift donation boxes and or bags up to 25pounds, repetitive movement with hanging and sorting through donations.