



VGH THRIFT STORE

In-Store Volunteer Job Descriptions

The VGH Thrift Store is successful partly due to the significant contributions of time and hard work of volunteers. In a typical week, about 70-75 volunteers work in the store. Most volunteers work one shift of 2.5 hours to 4 hours weekly and everyone is assigned to a specific volunteer role. Some volunteers are also cross-trained and are encouraged to help each other and relieve for each other.

There are four roles that the thrift store volunteers play, but together everyone shares the same goals: **to ensure a welcoming environment for each other and for customers, to ensure the smooth operation of the store, and to raise funds to benefit VGH and other Vancouver Coastal Health the patients, clients and residents in Vancouver.**

Cashiers: Cashier volunteers operate the cash register and handle cash and debit sales for customers. This includes completing sales transactions, bagging purchased items and thanking customers for shopping with us! Cashier volunteers also show customers items in our secure display case upon request. When not busy, cashier volunteers tidy and clean the area around the cashier counters.

Customer Service: Customer service volunteers provide friendly and courteous service to customers, which involve greeting them as they arrive and offering assistance to find items they seek in the store. Customer service volunteers accept donations from donors at the door and transport them to the sorting areas. They bring newly priced inventory out for display and keep displays organized and tidy. They clear change rooms after use and return un-purchased clothing items to display. These volunteers also keep the store clean, tidy and organized. All customer service volunteers who work the last shift of the day are responsible for a quick tidy of the store before leaving for the night.

Donation Sorters or/and Pricers: Not all donated items are suitable for sale. Donation sorters go through newly donated items to identify items suitable for re-sale, for recycling and for disposal. They make an initial assessment of all items and set aside items that they are not sure of. Pricers are asked by the Store Manager or the Volunteer Coordinator to assist with the pricing of inventory. These volunteers are selected based on their experience in the store or due to past experience gained in other thrift, consignment, second hand or antique stores. In short, they have special knowledge of the re-sale value of goods.

Clothing Room Sorters: Clothing room volunteers sort through donated clothing items (including purses, shoes, linen, etc.) They go through clothing items and identify which are suitable for re-sale, for recycling, or for disposal. They check through clothing to ensure that nothing is left in the pockets, zippers work properly, all the buttons are intact, no stains or tears, etc. They hang these clothes on the racks and wait for the Store Manager or the Volunteer Coordinator to approve them for sale. These clothes are then tagged with a color (which rotates monthly), priced, and put out onto the sales floor.