



CUSTOMER SERVICE REPRESENTATIVE / VOLUNTEER LEAD

HOPE Helps, Inc., dba The HOPE Chest, is looking for a positive, energetic, self-disciplined and organized team player to join and contribute to our team as a thrift store Customer Service Representative/Volunteer Lead in Oviedo. This position may work as a cashier, volunteer lead, sorting donations and pricing/displaying these items for sale. Sorting donations entails receiving, sorting, cleaning and pricing donations, as well as training and directing volunteers to assist. Must be able to stand for long periods. Excellent Customer Service is key because this position works frequently with the public whether it be customer interaction on the floor or at the register, people dropping off donations or volunteers from our community. The right candidate will understand and convey the mission of HOPE as well as help promote outreach events and fundraisers. Store hours range from Monday-Saturday, 9:00 am to 5:00 pm and availability on Saturdays is required.

- Understanding of HOPE's mission, vision, values, programs and upcoming events.
- Promote HOPE activities and in general, current and future sales, attempting to upsell customers.
- Greet & assist clients, customers, donors and volunteers in a polite, courteous, professional & helpful manner giving them a HOPE experience.
- Lead and help oversee volunteers making them feel busy and engaged, giving them a positive HOPE experience.
- Manage activities of volunteers giving feedback or additional training when necessary.
- Communicate volunteer issues needing immediate attention to Store manager or Volunteer Lead if Store Manager is not available.
- Manage incoming and outgoing phone calls, in a prompt and pleasant manner.
- Utilize computer for checking emails weekly and for researching product recalls/pricing as needed.
- Be aware of resource/event needs of specific donated items for collection.
- Maintain store cleanliness/organization at opening, during the day and at closing. (Checklists)
- Assures donations are displayed to maximize sales and stored to minimize damage and promote efficiency.
- Assist HOPE clients with Resource/Thrift vouchers and work alongside Case Managers for any client needs.
- Identify potential problems and communicate recommendations for solving them.
- Make independent decisions based on policies and procedures, as needed.
- **Proficient with performing cashier duties on POS system to include daily sales reports for deposits, as needed.**
- Required: Previous cashier/POS experience, excellent customer service experience. High School Diploma, Background Check.
- Preferred: Bilingual. Previous non-profit experience. Knowledge of furniture, antiques, collectibles, high-end clothing.

Please send resume and hourly pay rate expectation to resume@hopehelps.org with CSR in the subject line.

Revised 12/12/22 DI