



STORE VOLUNTEER COORDINATOR

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 Store Volunteer Coordinator in Oviedo. This 24-hour position is responsible for training, assigning tasks - such as sorting donations and pricing/displaying items for sale, and monitoring overall volunteers at The HOPE Chest. 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, 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 overall Volunteer needs at HOPE.
- Greet & assist clients, customers, donors and volunteers in a polite, courteous, professional & helpful manner.
- Train and orient Volunteers on a consistent basis. Manage activities of volunteers giving feedback or additional training when necessary. Review Volunteer training tools bi-annually w/Volunteer Manager for any updates.
- Oversee donation processes to include sorting, pricing, testing, cleaning, safety and movement of product to the floor, ensuring the sales floor is stocked at all times by volunteers.
- Lead and help oversee volunteers making them feel busy and engaged, giving them a positive "HOPE experience".
- Assure donations are sorted and stored to minimize damage and promote efficiency.
- Communicate volunteer issues needing immediate attention to Volunteer Manager.
- Manage incoming and outgoing phone calls, in a prompt and pleasant manner.
- Utilize computer for checking emails weekly and for pricing items, as needed.
- Be aware of resource/event needs of specific donated items for collection.
- Communicate any supply needs to Store Management.
- Work alongside Merchandise Lead to ensure items are clean and safely placed on sales floor (using volunteers).
- Work alongside Store manager and Volunteer Manager to assure volunteer schedules are correct and updated, as needed. Review future Volunteer schedules and communicate needs to Volunteer Manager.
- Assist in recruiting Volunteer Leads and new Volunteers for store needs.
- Update Volunteer Information Board, including any upcoming important dates and the Volunteer Lead Weekly Schedule.
- Identify potential problems and communicate recommendations for solving them.
- Make independent decisions based on policies and procedures, as needed.
- Required: Previous Cashier/POS experience, Excellent Customer Service experience. High School Diploma, Background Check. Preferred: Bilingual. Previous Nonprofit experience. Knowledge of furniture, antiques, collectibles, high-end clothing.

Please send your resume and hourly pay rate expectation to resume@hopehelps.org with Store Volunteer Coordinator in the subject line.