**Job Description**

**MWMW Position Title** (type in CAPS): RETAIL STAFF – Clothesline/Voucher Center

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<th>Staff Group:</th>
<th>☐ Executive Staff</th>
<th>☐ Program Coordinator</th>
<th>☐ Operations/General Staff</th>
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<tr>
<td>☐ Program Director</td>
<td>☐ Program Staff</td>
<td>☐ Administrative Staff</td>
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<td>☐ Retail Manager</td>
<td>☐ Retail Staff</td>
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**Immediate Supervisor(s):** Retail Manager, Clothesline/Voucher Center; Development Director

**Immediate Subordinates:** n/a

**Status:** ☐ Exempt ☐ Non-exempt

**Position Originally Created:** 2013

**Date Last Revised:** September 2020

**Hours Per week:** $9/hr, depending upon experience, both retail and cashiering. Approx 12-15 hrs/wk. Tues/Wed/Thurs 8am-10am for Voucher Center, plus occasional other hours during Clothesline operations.

**General Summary:** Voucher Center provides clothing to low-income adults and children. Clothing is donated. Program participants receive vouchers from Mission Waco's Meyer Center for Urban Ministries. The Clothesline is a “gently worn” retail clothing boutique primarily selling women's clothing, shoes and accessories.

**Critical Functions and Responsibilities**

1. Accepting high volume of donations, sorting and organizing

2. Provide customer services to Participants who shop. Checking IDs and tracking all Participant voucher forms, maintaining program guidelines. Working independently while interacting with Participants with respect.

**Additional Functions and Responsibilities**

1. Occasionally work additional fill-in hours at our resale/retail storefront (The Clothesline). Customer service; cash register; sorting/receiving donated items.

**Requirements/Preferences**

**Minimum skills and knowledge required:**
Basic customer service; Cash register operation

**Skills and knowledge preferred:**
1. Managing volunteers.

**Minimum previous experience required:**
Some Retail sales and cashier experience

**Previous experience preferred:**
2 years Retail sales and cashier experience

**Minimum education required:** High school diploma

**Education preferred:** some college

**Minimum communication skills required:**
1. Good communication and listening skills

**Communication skills preferred:**
1. Bi-lingual (Spanish) language skills

**Special training, certification or licensing required:** n/a

**Behavioral, emotional, mental requirements:**
1. Mature Christian with compassionate heart for the poor and marginalized

2. Provide a calm presence when interacting with many types of personalities.

3. Trustworthy, honest, has integrity.

**Other requirements:**
1. Ability to work in varying weather temps as voucher center does not have central heat/A/C.

2. Able to lift 25 lbs as needed in warehouse/retail areas.

3. Able to maintain security protocols.

*The functions and responsibilities contained above are not all inclusive. Other duties and requirements may be assigned at any time.*