



# MISSION

## WACO | WORLD

Job Description	
<b>MWMW Position Title</b> (type in CAPS): RETAIL STAFF – Clothesline/Voucher Center	
<b>Staff Group:</b>	<input type="checkbox"/> Executive Staff <input type="checkbox"/> Program Coordinator <input type="checkbox"/> Operations/General <input type="checkbox"/> Program Director <input type="checkbox"/> Program Staff      Staff <input type="checkbox"/> Retail Manager <input checked="" type="checkbox"/> Retail Staff <input type="checkbox"/> Administrative Staff
<b>Immediate Supervisor(s):</b> Clothesline Store Manager and Clothesline Operations Director	
<b>Immediate Subordinates:</b> n/a	
<b>Status:</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt	
<b>Position Originally Created:</b> 2013 <b>Date Last Revised:</b> 2026	
<b>Hours Per week:</b> \$12-13/hr, depending upon experience, both retail and cashiering. Approx 20-25 hrs/wk total. (Includes 10-12 hrs/wk for Voucher Center coordination and customer service. Includes 12-15 scheduled hours as Retail Associate for The Clothesline.)	
<b>General Summary:</b> <ul style="list-style-type: none"> <li>The Clothesline is a resale clothing and home décor boutique.</li> <li>The Voucher Center provides clothing to low-income adults and children. Program participants receive vouchers from Mission Waco’s Meyer Center for Urban Ministries.</li> </ul>	
Critical Functions and Responsibilities	
1. <b>VOUCHER CENTER</b> – Tues/Wed/Thurs 8am-10am customer service, plus 4 hrs/wk for restocking. <ul style="list-style-type: none"> <li>Stock Voucher Center with clothing, shoes, and home essentials for qualified program participants.</li> <li>Provide customer service for participants who shop with voucher. Check ID’s, track participant voucher forms, and maintain program guidelines.</li> <li>Work independently while interacting with participants with respect.</li> <li>Coordinate with Creekside Community Village staff to provide residents with items needed.</li> </ul>	
2. <b>RETAIL ASSOCIATE</b> <ul style="list-style-type: none"> <li>Engage customers to drive sales.</li> <li>Accepting, sorting, and organizing donations.</li> <li>Perform cashiering tasks accurately and efficiently.</li> <li>Keep work area neat, clean, and organized.</li> <li>Stock and straighten store.</li> <li>Assist store manager with training and guiding volunteers for sorting in the warehouse, helping in the front of store, etc.</li> </ul>	
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*The functions and responsibilities contained above are not all inclusive. Other duties and requirements related to the Voucher Center or Clothesline may be assigned at any time.*

<b>Additional Functions and Responsibilities</b>	
<ol style="list-style-type: none"> <li>1. Assist with retail store and voucher center data collection and reporting.</li> <li>2. Some additional occasional hours will be scheduled to help promote The Clothesline at special events, such as fundraisers for Mission Waco.</li> <li>3. Participate in Giant Worldwide leadership/communication development curriculum as offered by MWMW.</li> <li>4. Attend monthly all-staff meetings, and other department staff meetings as requested and as available.</li> </ol>	
<b>Requirements/Preferences</b>	
<b>Minimum skills and knowledge required:</b> <ol style="list-style-type: none"> <li>1. Demonstrated ability to manage inventory stocking, ensuring that both the voucher center and the store operate efficiently and always remain well-organized.</li> <li>2. Basic math skills for handling cash and tracking voucher forms.</li> <li>3. Basic computer skills for email, point of sale system, basic reports in Excel and Word.</li> <li>4. Able to function independently and as a team player.</li> </ol>	<b>Skills and knowledge preferred:</b> <ol style="list-style-type: none"> <li>1. Preferred candidate will have prior experience as a Retail Sales Associate role or a similar position, demonstrating a history of engaging effectively in a retail or customer focused environment.</li> <li>2. Managing volunteers.</li> </ol>
<b>Minimum previous experience required:</b> Some Retail sales and cashier experience	<b>Previous experience preferred:</b> 2 years Retail sales and cashier experience
<b>Minimum education required:</b> High school diploma or equivalent.	<b>Education preferred:</b> Some college or technical training.
<b>Minimum communication skills required:</b> <ol style="list-style-type: none"> <li>1. Exceptional communication abilities are crucial for building trust and rapport with customers, participants and volunteers. Providing a calm presence when interacting with many types of personalities.</li> </ol>	<b>Communication skills preferred:</b> Bi-lingual (Spanish) language skills
<b>Special training, certification or licensing required:</b> n/a	
<b>Behavioral, emotional, mental requirements:</b> <ol style="list-style-type: none"> <li>1. Mature Christian</li> <li>2. Provide a calm presence when interacting with many types of personalities and people from all walks of life.</li> <li>3. Trustworthy, honest, has integrity.</li> <li>4. Maturity to maintain security protocols.</li> </ol>	
<b>Other requirements:</b> <ol style="list-style-type: none"> <li>1. Ability to work in varying weather temps as voucher center does not have central heat/A/C.</li> <li>2. The role involves physical tasks such as lifting objects up to 25 lbs., standing for extended periods, pulling, and bending.</li> <li>3. Ability to work at various temperatures as the Voucher Center does not have central heat or air conditioning.</li> <li>4. Available to work a variety of shifts, including mornings, some Saturdays, accommodating the store's operational needs.</li> <li>5. Committed to Mission Waco's vision, mission and values.</li> </ol>	

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