



MISSION

WACO | WORLD

Job Description			
MWMW Position Title (type in CAPS): RETAIL STAFF –Voucher Center			
Staff Group:	☐ Executive Staff ☐ Program Director ☐ Retail Manager	☐ Program Coordinator ☐ Program Staff ☒ Retail Staff	☐ Operations/General Staff ☐ Administrative Staff
Immediate Supervisor(s): Clothesline Store Manager and Clothesline Operations Director			
Immediate Subordinates: n/a			
Status: ☐ Exempt ☒ Non-exempt		Position Originally Created: 2013	
		Date Last Revised: 2026	
Hours Per week: \$12-13/hr, depending upon experience, both retail and cashiering. Approx 8-10 hrs/wk total. (Primary assignment is for Voucher Center coordination and customer service. Occasionally may be requested to work additional hours in Clothesline retail store on a temporary basis to cover when help is needed.)			
General Summary: • The Clothesline is a resale clothing and home décor boutique. • The Voucher Center provides clothing to low-income adults and children. Program participants receive vouchers from Mission Waco's Meyer Center for Urban Ministries.			
Critical Functions and Responsibilities			
1. VOUCHER CENTER – Tues/Wed/Thurs 8am-10am customer service, plus 4 hrs/wk for restocking. • Stock Voucher Center with clothing, shoes, and home essentials for qualified program participants. • Provide customer service for participants who shop with voucher. Check ID's, track participant voucher forms, and maintain program guidelines. • Work independently while interacting with participants with respect. • Coordinate with Creekside Community Village staff to provide residents with items needed.			
2. RETAIL ASSOCIATE • Engage customers to drive sales. • Accepting, sorting, and organizing donations. • Perform cashiering tasks accurately and efficiently. • Keep work area neat, clean, and organized. • Stock and straighten store. • Assist store manager with training and guiding volunteers for sorting in the warehouse, helping in the front of store, etc.			

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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.

Additional Functions and Responsibilities	
1. Assist with retail store and voucher center data collection and reporting. 2. Some additional occasional hours will be scheduled to help promote The Clothesline at special events, such as fundraisers for Mission Waco. 3. Participate in Giant Worldwide leadership/communication development curriculum as offered by MWMW. 4. Attend monthly all-staff meetings, and other department staff meetings as requested and as available.	
Requirements/Preferences	
Minimum skills and knowledge required: 1. Demonstrated ability to manage inventory stocking, ensuring that both the voucher center and the store operate efficiently and always remain well-organized. 2. Basic math skills for handling cash and tracking voucher forms. 3. Basic computer skills for email, point of sale system, basic reports in Excel and Word. 4. Able to function independently and as a team player.	Skills and knowledge preferred: 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. 2. 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 or equivalent.	Education preferred: Some college or technical training.
Minimum communication skills required: 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.	Communication skills preferred: Bi-lingual (Spanish) language skills
Special training, certification or licensing required: n/a	
Behavioral, emotional, mental requirements: 1. Mature Christian 2. Provide a calm presence when interacting with many types of personalities and people from all walks of life. 3. Trustworthy, honest, has integrity. 4. Maturity to maintain security protocols.	
Other requirements: 1. Ability to work in varying weather temps as voucher center does not have central heat/A/C. 2. The role involves physical tasks such as lifting objects up to 25 lbs., standing for extended periods, pulling, and bending. 3. Ability to work at various temperatures as the Voucher Center does not have central heat or air conditioning. 4. Available to work a variety of shifts, including mornings, some Saturdays, accommodating the store's operational needs. 5. Committed to Mission Waco's vision, mission and values.	

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