**Hurlburt Thrift Shop**

**Volunteer Guidelines**

General Volunteers

1. Anyone with a valid DoD/Military ID card can volunteer at the Thrift Shop.
2. All Volunteers must fill out a volunteer form to be kept on file.
3. Notify the Manager when you are unable to come in or will be late.
4. Check with the Manager for the daily goals for the day.
5. Do not influence customers to buy your consignments.
6. Put away all tagging guns and working materials from the Thrift Shop.
7. Do not remove tagging guns and working materials from the Thrift Shop.
8. The Thrift Shop may provide snacks and beverages.
9. Always wear a smile.

Youth Volunteers

1. Volunteers ages 12-17 may volunteer at the discretion of the Manager.
2. The parent is required to be present at the minor’s shift.

Job Descriptions

Cashier

1. Cashier hours are from 9:15 am to 1:00 pm.
2. The cashier must stay within the register area at all times during the open hours.
3. Breaks may be taken by asking the Manager to relieve you.
4. A manager should ring up any personal purchases.
5. Greet customers with a positive attitude and smile.

Consignment Desk Attendants

1. Greet consignors with a positive attitude and smile.
2. Consignment hours are from 9:30 am to 12:30 pm.
3. One consignment accounts per family will be issued (unless there are adult children).
4. Consignment sheets are $0.25 each.
5. Customers can consign 14 items (1 sheet ) per day. Only 4 per category and a limit of 8 clothing items.
6. Make sure the consignor fills out their name, consignor #, phone # and consignment date on the consignment sheet. Review each line with consignor.
7. The Thrift Shop may refuse an item that does not meet shop standards. All items must be in working order, clean, ironed, free of tears, stains, etc. Mark out rejected items, have consignor initial next to it and have them take rejected item with them.
8. If all items are in the proper categories and meet the Thrift Shop Standards, ensure consignor has signed bottom.
9. All items should have a blind tag containing consignor account number and consignment date.
10. Fill in the donation date and sign. Donation dates are marked on shop calendar.
11. Clothing items should be hung up on consignment rack. Place Inventory sheet in basket with other items or give to data entry personnel.

Computer/Data Entry Clerk

1. Must be trained to use Liberty 4 system.
2. Items should be entered under consignor’s contract number and each item should be identified.
3. A different colored tag will be used each month.
4. After printing all tags, write donation date on the back of each tag.
5. When done, sign the consignment sheet and add it the filing pile.
6. Printed tags are then added to corresponding basket of items.

Tagging Attendant

1. Supplies needed for tagging are located in designated areas.
2. All consigned items will be tagged with a printed tag.
3. Ensure that each tag contains correct account number, item number, description, price, and donation date.
4. If need be, double check with the consignor’s inventory sheet.
5. One tag per item, even if it includes multiple parts.
6. Clothing should be tagged with tagging gun in a seam or inconspicuous spot. Shirts should be tagged in left armpit seam. Pants should be tagged in corner of left pocket seam.
7. Taggers should be a second check for stains or tears. Please, report any found to be returned to consignor.

Donation Room/Area Attendant

1. Bring donations in daily from the outdoor bins.
2. Examine all items for stains, holes, missing /broken parts, or extreme wear.
3. Dismissed items that are in “ok” shape will be donated to another donation center.
4. Destroyed items will be placed in clothing recycle bin or trash.
5. Clean and intact items will be tagged and placed on the floor.
6. Items priced over $5 must be entered in our Liberty 4 account, on a solid white printed tag.
7. Clothing should be tagged with tagging gun in a seam or inconspicuous spot. Shirts should be tagged in left armpit seam. Pants should be tagged in corner of left pocket seam.
8. All donations are to be put out as soon as possible. Holiday items are to be held in corresponding storage bins, until needed.
9. Clean up work area at the end of shift.

All Volunteers

1. Bring consignment sheet to the consignment desk before 9:25 am or after 12:30 pm.
2. Have manager or other volunteer enter consignment.
3. Volunteers may consign 28 items per day. 8 per category.
4. Volunteers should obey permanent and weekly no-take list.

Revised Oct2019