

Title: Resale store volunteer

Staff Partner: Resale Store Manager or Sales Associate

Locations:

WINGS Niles Resale Store
8349 W. Golf Rd.
Niles, IL 60714

WINGS Arlington Heights Resale Store
1302 N. Rand Rd.
Arlington Heights, IL

WINGS Schaumburg Resale Store
300 W. Golf Rd.
Schaumburg, IL

Age: Volunteers must be 14 years or older to volunteer individually. Volunteers age 12 to 13 must be accompanied with a parent or guardian.

Time: *Most* volunteers come *once a week* for about **four (4) hours** at a time. All volunteering schedules are made in advance, and schedule openings vary by location.

Commitment: Our volunteers are an important part of our team! We provide volunteer orientation and training to equip volunteers with the information they need. Because of this, we ask for a commitment of *at least 40 hours* (i.e. once a week for four (4) hours at a time for 10 weeks.) And, most of our volunteers continue their involvement for much longer!

Description: Each day we receive new and gently used items through the generosity of local merchants and community members. We sell these items to the public with all proceeds going to support our houses, counseling, and other services. These stores are a vital part of our organization because they provide the largest and most consistent source of funds for our program. All merchandise is also available to our residents, at no cost, as they rebuild their lives after the devastating effects of domestic violence and homelessness. To minimize the risk of injury, **close-toed shoes are required.**

VOLUNTEER POSITIONS

Sorter:

Description: Sorters graciously accept boxes and bags full of donated items from members of the community. Then, often working together, the sorter(s) will inspect the items for damage and put them into the appropriate categories for pricing and processing (i.e. women's clothing, kid's toys, books, etc.).

This might be a good fit for you if:

- You are a self-described “treasure hunter” or you enjoy the surprise of opening a box with no idea what will be inside
- You know about brand name clothing or household items (or are willing to learn)
- You enjoy using your attentive eye to find defects on items (including missing buttons, broken zippers, small stains, etc.)
- When needed, you are able to lift 25 lbs. (i.e. a black trash bag full of clothing)
- You love clothes, books, accessories, shoes and/or shopping!
- You are able to work while standing
- You enjoy being a part of a great team of committed and diverse volunteers and staff members

Cashier:

Description: The Cashier is welcoming and greets customers, answers basic questions about the stores and the program, and ensures that customers have a pleasant shopping and sales transaction experience with us. Depending on how busy the store is, at times this may be more of a back-up position with other front of the store duties assigned. Training for the cash register will be provided.

This might be a good fit for you if:

- You are comfortable working with a cash register and handling sales transactions (or are willing to learn)
- You are comfortable with fundamental math concepts including calculating percents
- You enjoy being a part of a great team of committed and diverse volunteers and staff members
- You have a friendly smile and enjoy helping customers
- You are looking for a volunteer opportunity that supports families in rebuilding their lives after the devastating effects of domestic violence and homelessness
- You would also enjoy helping with other front of the store projects during times when the register is slow.

Merchandiser:

Description: The Merchandiser usually begins as a Sorter and has learned how the backroom works. They then take particular interest in a specific area of the store (usually clothing, housewares, or accessories). They will learn more about tagging, pricing, displaying, and recovery in that section. Usually working with the manager or a team of other volunteers, the Merchandiser will price items, replenish stock in their section, or make displays in their area. Additional tasks will vary based on the volume of customers and can include: assisting the Cashier with bagging customer purchases, helping a customer find exactly what they are looking for by assisting as a personal shopper, and assisting with basic store upkeep such as returning unpurchased items to the correct place.

This might be a good fit for you if:

- You love clothes, accessories, housewares, or shopping!

- You are able to lift 10 lbs (a few hangers full of clothing or an empty crockpot in housewares)
- You are good at design, decorating, or display and enjoy thinking of new ways to make your section visually appealing
- You are able to work while standing
- You have a friendly smile and would be happy to assist customers while you are working
- You enjoy being a part of a great team of committed and diverse volunteers and staff members
- You are looking for a volunteer opportunity that supports families in rebuilding their lives after the devastating effects of domestic violence and homelessness