

**WINGS Volunteer Position Description**

**Title:** Niles Resale Store Volunteer

**Staff Partner:** Resale Store Manager or Sales Associate

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

**Age:** Volunteers must be 16 years or older to volunteer individually. Volunteers age 12 to 15 must be accompanied with a parent or guardian.

**Time:** Most volunteers come *once a week* for about *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 do provide a 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*. (Ex. Once a week for 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 our local merchants and community members. We sell these items to the public with all proceeds going to support our shelters, 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.

**Volunteer Positions:****Sorter:**

**Goal:** To support the service and fundraising goals of the WINGS resale store by accepting donations, inspecting them and then sorting them into the appropriate sections.

**Description:** Sorters graciously accept boxes and bags full of donated items from members of our community (and, occasionally politely declining items we unfortunately cannot accept). Then, often working together, the sorter(s) will inspect the items for damage put them into the appropriate categories for further pricing and processing (eg. women's clothing, kids toys, books, etc.). Depending on the section, items may also be placed on a hanger, receive a tag or size sticker, etc. Items that are out of season are bagged and stored for pick up from our recycler. Sorters are also always looking out for special treasures (high end name brand items, items with tags, some antiques). The specifics of our sorting system are learned through on-the-job training.

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 name brands of clothing or household items (or are willing to learn)
- You will 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 (example; a black trash bag full of clothing)
- You love clothes, books, accessories, shoes or shopping!
- You are able to work while standing
- You enjoy being a part of a great team made up of committed and diverse volunteers and staff members

**Cashier:**

**Goal:** To support the service and fundraising goals of the WINGS resale store by providing excellent customer service to customers while they are shopping and making a purchase.

**Description:** The cashier is welcoming and greeting customers, answering basic questions about the stores and the program, and ensuring that our visitors have a pleasant shopping and sales transaction experience with us. 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 made up 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

**Merchandiser:**

**Goal:** To focus on a particular area of the store that you love and/or have expert knowledge about in order to make it the best that it can be!

**Description:** Resale merchandisers usually begin as Sorters, and have learned the way the back room works. They will then take particular interest in a specific area of the store (usually clothing, house-wares, or accessories). They will learn more about tagging, pricing, displaying and recovery in that section. Usually working with the manager or with a team of other volunteers, the Merchandisers will price items, replenish stock in their section, or will make displays in their area. Additional tasks will vary based on the volume of customers and can include: assisting the cashier with bagging customer’s 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 un-purchased items to the correct place.

**This might be a good fit for you if:**

- You love clothes, accessories, house-wares or shopping!
- You are able to lift 10 lbs (a few hangers full of clothing, or an empty crock pot in house-wares)
- You are good at design, decorating or display and will 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 made up 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