

## VOLUNTEER TRAINER (FOR CASHIERS) JOB DESCRIPTION

The volunteer trainer teaches volunteers about cashiering, customer service, and retail. Many of our volunteers use their time in the Thrift Shop to learn how to work in retail or customer service so that they can get paid employment elsewhere. We also have many volunteers who are here on programs where they are working for credit or an incentive. Many of our volunteers come with very little experience and require extensive training. The volunteer trainer helps the store to be able to provide these opportunities for retail training and experience, thereby directly contributing towards helping others to get a step up in their lives. This person should have experience in retail, education, or both.

### Duties and responsibilities:

- Teach new cashiers to use the cash register
- Teach new cashiers about customer service
- Teach new cashiers about retailing
- Teach new volunteers agency policies, including basic safety training
- Depending on skills and abilities, teach new pricers about assessing value
- Work with volunteers from a wide variety of backgrounds and circumstances, including
- volunteers with disabilities or who speak English as a foreign language
- Ability to maintain good boundaries and confidentiality
- Spend time learning store policies and retail norms.

### Qualifications

- Excited about working in the inner-city with others who come from a wide variety of backgrounds and circumstances
- Excited about helping to reduce barriers to employment
- Able to model good customer service and accountability with cash while teaching these things to others
- Ability to maintain good boundaries and confidentiality
- Willing to spend time learning store policies and (if required) retail norms
- Highly reliable
- Flexibility and the ability to “roll with it” when things do not go as planned
- Flexibility with scheduling, able to work with store schedule

### Accountability

- To Thrift Shop Coordinator

### Benefits

- A chance to use your experience to help others to get a step up
- A chance to work with others who are from diverse backgrounds and circumstances