



Thrift Shop & rePurpose Volunteers – Various Positions Volunteer Position Description

Since 1974, thanks to the countless hours logged by volunteers, MCC Thrift Shops across North America have raised over \$250 million for the work of MCC!

These volunteers make it possible for MCC to respond to basic human needs and work for peace and justice in Canada and throughout the world.

“It’s an amazing place to come to. You never know what you’re going to see, you never know who you’re going to see.”

*Carol Durksen,
Volunteer
Christian Benefit
Thrift Shop
St. Catharines*

Program/Department: rePurpose Centre and Thrift Shops in Ontario

Purpose of Assignment: to provide friendly service and a positive experience in the shop for all customers, donors and other volunteers.

Geographic Location: Seven locations to choose from:
MCC Thrift Shops in Ontario - Elmira, Kitchener, Leamington, New Hamburg, St. Catharines, Stouffville and MCC rePurpose Centre in Elmira.

Time Commitment:

- expected number of hours: 3 or 4 hour shifts available weekly or monthly
- length of commitment - minimum 6 months preferred
- available for high school community service hours

Supervision: Shop Manager

Training and Development Offered:

- position specific orientation will be provided
- job shadowing and training meetings offered as available
- policy and procedure manual available at all times

Other:

- volunteer liability coverage for all volunteers

All MCC volunteers are expected to be respectful of the MCC mission statement: *Mennonite Central Committee (MCC), a worldwide ministry of Anabaptist churches, shares God's love and compassion for all in the name of Christ by responding to basic human needs and working for peace and justice. MCC envisions communities worldwide in right relationship with God, one another and creation.*

Visit the website of the rePurpose Centre or a Thrift Shop near you for contact information and to fill out a volunteer application.

Volunteer Position Title: Receiving Volunteer

Skills/Knowledge/Attitude Requirements:

- friendly and engaging personal style; strong interpersonal skills with people of all ages and backgrounds required
- tact and diplomacy required
- ability to work as part of a team required
- healthy balance of patience and energy required
- ability to lift and move furniture and boxes/bags of donations required
- ability to work quickly when there are multiple tasks at hand required
- ability to communicate the MCC story, shop guidelines and procedures required

Tasks and Responsibilities:

- receive donations from donors, thanking each person with sincerity
- awareness of donation guidelines on what items are acceptable to receive according to health and safety standards as well as resaleability; relay this information to donors
- share information about the shop and the work of MCC
- responsible for the initial sort of the donations
- handle complaints with care
- explain the shop operations and how MCC uses the money raised

Volunteer Position Title: Sorting/ Pricing Volunteer

Skills/Knowledge/Attitude Requirements:

- ability to work as part of a team required
- healthy balance of patience and energy required
- ability to lift and move items an asset
- knowledge and/or interest in the second hand market an asset
- knowledge of current retail trends, prices and brand names an asset

Tasks and Responsibilities may include:

- sort donations as assigned and place in designated areas
- in consultation with managers, make decisions on what items are saleable, for recycling or garbage
- using established pricing guidelines, price items for floor display
- keep workroom area tidy
- in conjunction with manager, decide which items might be used for silent auction

Volunteer Position Title: Cashier

Skills/Knowledge/Attitude Requirements:

- friendly and engaging personal style; strong interpersonal skills with people of all ages and backgrounds required
- healthy balance of patience and energy required
- past experience using electronic cash systems an asset
- ability to work quickly and accurately when there are multiple tasks at hand required
- trustworthiness in handling money required
- understand confidentiality and use discretion of customer information
- ability to handle complaints and be able to de-escalate potentially difficult situations
- ability to communicate the MCC story and shop policies and procedures including provincial customer service guidelines

Tasks and Responsibilities:

- greet shoppers with a pleasant greeting
- be familiar with the shop prices, guidelines and procedures
- learn and carry out cash register, credit card and debit machine procedures
- pack purchases and thank customers
- handle complaints with care. Take concerns and/or complaints to the Manager
- answer customer questions and direct them to what they are looking for
- maintain cash counter area with bags, paper for wrapping breakable items, hangers and other supplies
- be alert to possible shoplifting
- be familiar with the use of the intercom
- answer phone as required
- share information about the shop and the work of MCC

Volunteer Position Title: Truck Assistant

(Elmira rePurpose Centre, Leamington, New Hamburg, St. Catharines & Kitchener Thrift only)

Skills/Knowledge/Attitude Requirements

- friendly and engaging personal style; strong interpersonal skills with people of all ages and backgrounds required
- tact and diplomacy required
- ability to work as part of a team required
- healthy balance of patience and energy required
- ability to lift and move furniture and other donated items required
- knowledge and/or interest in the second hand market an asset

Tasks and Responsibilities:

- receive donations from donors, thanking each person with sincerity
- be aware of donation guidelines on what items are acceptable to receive according to health and safety standards as well as resaleability; relay this information to donors
- share information about the shop and the work of MCC

In a year, MCC Thrift shop volunteers help divert 600,000 cubic feet of material from landfills.

That's the same size as 76 blue whales!