

Client Service: Office Dynamo (Receptionist(s) - Role Description

South Brevard Sharing Center (SBSC) Client Service Department is seeking a part-time client focused volunteer receptionist(s) to join our team. This role serves as the first point of contact for clients, visitors, and employees, ensuring exceptional customer service and maintaining smooth front desk operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greeting and welcoming clients, visitors, and employees with a friendly and professional demeanor.
- Ensure the reception area is clean and presentable at all times.
- Answer, screen, and forward incoming phone calls.
- Provide resource information to callers in need of assistance.
- Assist with tasks such as filing, maintaining resources list, scheduling appointments, copying, and data entry.
- Assist in the assembling of hygiene bags with items such as (soap, toothbrush, comb, etc.)
- Perform other duties as assigned.

SKILLS REQUIRED

- Ability to communicate and work effectively with individuals from diverse backgrounds and social/economic statuses.
- Must encompass a professional and positive demeanor.
- Familiarity with computers and google platform. Familiarity with entering data into spreadsheets.
- Ability to read, write and understand English.
- Strong organizational and multitasking abilities.
- Ability to handle confidential information.
- Ability to be resourceful and proactive when issues arise.
- Customer service orientation and ability to work in a team environment.

EDUCATION AND EXPERIENCE

Required: High School Diploma or equivalent and preferably work experience in related field is a plus.

PHYSICAL ABILITIES

The physical demands described below are representative of those that must be met by the volunteer in order to successfully perform essential functions of the role. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions of the position. The list below of minimum essential functions is illustrative of the minimums only and is not a comprehensive listing of all functions and tasks performed: Ability to sit for long periods and perform desk-based tasks. Ability to bend, climb, walk, lift, and carry up to 25 lbs.

WORK SCHEDULE

Monday through Thursday 9:00 AM - 4:00 PM. This position reports to the Program Manager.

South Brevard Sharing Center is an equal opportunity organization that welcomes volunteers from all backgrounds and maintains a drug-free workplace. I have read and understand the role description above and agree to perform the stated duties during my volunteer time with SBSC. Furthermore, I understand that the duties and responsibilities listed are not all-inclusive, and I may be called upon to perform tasks outside of this role description.

Thrift Shop: Register Rockstar (Cashier(s) - Role Description

South Brevard Sharing Center (SBSC) Thrift Store is seeking part-time, customer service focused volunteer cashier(s) to join our team. In this role, you will be responsible for managing all daily cash transactions and documentation, as well as providing a warm and welcoming experience for thrift store customers both in-store and over the phone.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Operate cash register to complete sales transactions.
- Bag items and redeems promotional coupons.
- Record register totals with the assistance of the Community Support Coordinator or other staff, and balance cash drawer at the beginning and end of each shift.
- Review price sheets taking note of price changes and sale items.
- Monitor customer access to and cleanliness of the register area. Help to ensure the store is clean, organized and free of safety hazards.
- Answer telephone in an efficient and friendly manner.
- Assist with pricing and stocking of items.
- Assist those with walk-in donations and customer carry outs.
- Perform other duties as assigned.

SKILLS REQUIRED

- Ability to communicate and work effectively with individuals from diverse backgrounds and social/economic statuses.
- Must encompass a professional and positive demeanor.
- Ability to define problems and draw valid conclusions.
- Ability to interpret instructions, gain knowledge and have initiative.
- Ability to count/exchange money to complete all sales transactions.
- Knowledge of basic math. Ability to read, write and understand English.

EDUCATION AND EXPERIENCE

Required: High School Diploma or equivalent and preferably work experience in related field is a plus.

PHYSICAL ABILITIES

The physical demands described below are representative of those that must be met by the volunteer in order to successfully perform essential functions of the role. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions of the position. The list below of minimum essential functions is illustrative of the minimums only and is not a comprehensive listing of all functions and tasks performed: Ability to stand 95% of the time. Ability to bend, climb, walk, lift, and carry up to 25 lbs.

WORK SCHEDULE

Tuesday through Saturday 9:00 AM - 4:00 PM. This position reports to the Community Support Coordinator.

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Thrift Shop: Merchandise Maestro(s) - Role Description

South Brevard Sharing Center (SBSC) Thrift Store is seeking a part time customer service focused volunteer merchandiser(s) who is creative and detail oriented to join our team. In this role, you will be responsible for processing, pricing, and displaying all daily donations, as well as providing a warm and welcoming response to thrift store customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain a positive attitude and atmosphere, as creating a positive impression on our donors is essential. Your role in receiving donations is pivotal to our success.
- Receive all donations. Greet donors and staff at their vehicle, unload items, and collect donor information including issuing in-kind receipts as needed.
- Sort through donations; separating good merchandise that can be made available to customers in the thrift Store.
- Properly organize salvage merchandise and prepare for pickup.
- Stock, display and price all merchandise according to SBSC standards. Aid in the promotion of the store in the community.
- Develop pricing strategies to promote listings in order to attract customers and increase sales.
- Assist merchandiser (remote opportunity) in designating items to be posted on resale websites.
- Assist cashier at the cash register during breaks.
- Assist customers with product inquiries and provide recommendations based on their needs.
- Keep the store and surrounding area neat, clean, and attractive. Ensure the store is safe and clean at all times.
- Perform other duties as assigned.

SKILLS REQUIRED

- Ability to communicate and work effectively with individuals from diverse backgrounds and social/economic statuses.
- Must encompass a professional and positive demeanor.
- Ability to define problems and draw valid conclusions.
- Ability to interpret instructions, gain knowledge and have initiative.
- Ability to count/exchange money to complete all sales transactions.
- Knowledge of basic math. Ability to read, write and understand English.

EDUCATION AND EXPERIENCE

Required: High School Diploma or equivalent and preferably work experience in related field is a plus.

PHYSICAL ABILITIES

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WORK SCHEDULE

Monday through Saturday 9:00 AM - 4:00 PM. This position reports to the Community Support Coordinator.

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Thrift Shop: Merchandise Maestro (Remote Opportunity) - Role Description

South Brevard Sharing Center (SBSC) Thrift Store is seeking a part time volunteer merchandiser (remote) who is creative and detail oriented to join our team. This role involves curating and managing the online presentation of our items to enhance the shopping experience, attract traffic to our store and drive sales.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Collaborate with other merchandiser volunteers and community support coordinator to select inventory that is both visually appealing and profitable on resale websites.
- Create and produce high-quality images, detailed descriptions, and accurate pricing (set prices that are competitive and profitable) in order to attract customers and increase sales.
- Respond to customer inquiries and actively promote the store within the community.
- Manage incoming and outgoing inventory efficiently.
- Oversee the entire sales process from listing to finalization ensuring a seamless customer experience.
- Collaborate with the marketing team to plan and execute promotional campaigns, including seasonal sales, new product launches, and special events.
- Ensure accurate stock levels are reflected online, working closely with merchandiser volunteers and community support coordinator to manage product availability.
- Perform other duties as assigned.

SKILLS REQUIRED

- Ability to communicate and work effectively with individuals from diverse backgrounds and social/economic statuses.
- Strong communication and interpersonal skills.
- Strong organizational and multitasking skills. Strong visual and design skills.
- Ability to interpret instructions, gain knowledge and have initiative.
- Knowledge of basic math. Ability to read, write and understand English.
- Familiarity with computers, e-commerce platforms and digital marketing.
- Comfortable working in a fast-paced retail environment.

EDUCATION AND EXPERIENCE

Required: High School Diploma or equivalent and preferably work experience in related field is a plus.

WORK SCHEDULE

Hours Vary. This position reports to the Community Support Coordinator.

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Food Pantry: Pantry Resource Guardian(s) - Role Description

South Brevard Sharing Center (SBSC) Food Pantry is seeking a part time customer service focused food pantry processor(s) to join our team. In this role, you will be responsible for processing, organizing, and assembling our daily food donated items.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain a positive attitude and atmosphere as your role in receiving donations is pivotal to our success.
- Receive all donations. Greet donors and staff at their vehicle, unload items, and collect donor information including issuing in-kind receipts as needed.
- Weigh food donations, record food temperatures, and document quantity on log sheet. Check labels to identify and dispose of expired items according to FDA safety guidelines.
- Lift, stack, shelf, move boxes/crates of food from loading areas into pantry storage, freezers, fridges.
- Assist pantry staff and volunteers with daily stocking and pantry maintenance.
- Keep the pantry and surrounding area neat and clean at all times.
- Keep fridges and freezers clean.
- Assist in the assembly of food pantry bags based on available inventory of food items.
- Perform other duties as assigned.

SKILLS REQUIRED

- Ability to communicate and work effectively with individuals from diverse backgrounds and social/economic statuses.
- Must encompass a professional and positive demeanor.
- Ability to define problems and draw valid conclusions.
- Ability to interpret instructions, gain knowledge and have initiative.
- Customer service orientation and ability to work in a team environment.

EDUCATION AND EXPERIENCE

Required: High School Diploma or equivalent and preferably work experience in related field is a plus.

PHYSICAL ABILITIES

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WORK SCHEDULE

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Food Pantry: Pantry Fulfillment Specialist - Role Description

South Brevard Sharing Center (SBSC) Food Pantry is seeking a part time customer service focused individual to join our team and distribute pre-assembled food pantry bags to clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greet clients in a friendly, efficient and professional manner.
- Assist in the assembly and distribution of food pantry bags based on available inventory of food items, family size, and dietary needs.
- Verify client information and eligibility based on program guidelines.
- Assist Community Support Coordinator and volunteers with daily stocking and pantry maintenance to ensure smooth operations.
- Keep the pantry and surrounding area neat and clean at all times. Keep fridges and freezers clean.
- Follow hygiene standards and safety according to FDA guidelines.
- Perform other duties as assigned.

SKILLS REQUIRED

- Ability to communicate and work effectively with individuals from diverse backgrounds and social/economic statuses.
- Must encompass a professional and positive demeanor.
- Ability to define problems and draw valid conclusions.
- Ability to interpret instructions, gain knowledge and have initiative.
- Customer service orientation and ability to work in a team environment.
- Familiarity with computers and google platform. Familiarity with entering data into spreadsheets.

EDUCATION AND EXPERIENCE

Required: High School Diploma or equivalent and preferably work experience in related field is a plus.

PHYSICAL ABILITIES

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WORK SCHEDULE

Tuesday and Thursday 9:00 AM - 4:00 PM. This position reports to the Community Support Coordinator.

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