****

 **2525 N. Lake Avenue, Altadena, CA 91001 ★ 626-794-6244 ★** [**www.dazeshop.org**](http://www.dazeshop.org)

**Volunteer Summary and Duties**

The Daz-E Shop is a nonprofit secondhand store founded by women in 1969, run entirely by volunteers. Proceeds from the Shop create scholarships for California women. We take pride in excellent customer service and in selling high-quality merchandise at very attractive prices—all to help women reach their educational goals.

The Daz-E Shop is a 501(c)(3) corporation, so donations to it – whether goods or cash – are tax deductible, as are volunteer costs in commuting (mileage). Its policies are set and its operations are overseen by a volunteer Board of Directors.

The Shop is open on Thursdays and Saturdays from 11:00 A.M. to 3:00 P.M. We hope to open on Fridays by mid-summer 2021. All persons entering the Shop have their temperature taken, must wear a mask, and get a dose of hand sanitizer. No more than ten customers at a time can be in the Shop. Plexiglass barriers are installed at the check-out counter and jewelry counters, and surfaces are cleaned thoroughly at midday and after closing. A manager, at least three sales floor volunteers, and several sorting room volunteers are present during Shop hours.

New volunteers receive training and ongoing guidance from experienced volunteers and perform one or more of the crucial retail activities listed below. Volunteers sign in each time they work and get a 30-minute lunch break during a 5-hour shift. We ask volunteers to arrive at 10:30 A.M. and stay until about 3:30 P.M. Usually the last customer leaves with his/her purchases by 3:15 P.M., and we then clean. The Shop has a small kitchen with a refrigerator, sink and microwave oven, as well as a bathroom that is open to volunteers only. Volunteers should bring a snack or lunch. Small bottles of water are provided.

**Sorters**

Sorters assist donors of goods with bringing bags and boxes into the sorting room; remove donated items from boxes and bags; determine whether it’s an item that the Shop accepts; decide whether the item meets the overall quality of merchandise the Daz-E Shop maintains; place items that aren’t acceptable in a bag or bin for disposal elsewhere; separate seasonal items; hang clothing according to Daz-E procedures, and place other items in designated locations in the sorting room. Sorters also take priced items to the sales floor and place them attractively in their proper area.

**Pricers**

Pricers decide the price for all items, often researching comparable prices online (the Shop has an iPad for this purpose). Pricers mark and attach pricing labels or stickers to individually priced items. They also help take items to the sales floor and place them attractively in their designated areas.

**Sales Floor Volunteers**

Sales floor personnel may be assigned to do any or all of the following during any given shift, and duties are rotated during the day.

* Front door monitor: Greets customers, assures everyone is wearing a mask, takes temperatures, gives dose of hand sanitizer, points out items on sale or “specials”
* Jewelry salesperson: Shows goods to customers, writes up sales, and packages jewelry; maintains attractive jewelry displays; watches activity at rear of Shop when possible
* Checkout specialist: Wraps fragile items and places goods in bags or boxes for customers at cash register; assists customers with carrying purchases to their vehicle if requested; maintains bag supply and neatness
* Cash register operator: Rings up sales including debit/credit card transactions, accepts payments, makes change and bags purchases. Gives discounts and processes resale transactions in accordance with procedures.
* Shop monitor and appearance specialist: circulates sales floor to create presence and discourage theft; answers customer questions or refers them to another volunteer; rehangs clothing items that are askew, hung in the wrong place, or have dropped to floor; removes loose hangers; straightens books and linens; alerts sorters and pricers to the empty displays that need merchandise