



Kids' Store Shop Keeper

Volunteer Job Description

Agency: Families Moving Forward

Agency Mission: Families Moving Forward offers a temporary home to families with children in the crisis of homelessness. Working together, we create a path to stability and self-sufficiency through personalized services and ongoing community support.

Major Objectives: coordinate and operate FMF's kids' store for our youngest guests & families. The volunteer will oversee the purchase of toys, books and other kid-friendly items to children & youth residing at the shelter. Volunteers will open the store (generally for an hour or two) and oversee its operation during that time.

Qualifications:

Trustworthy

Enjoys working with children & families

Must be able to handle confidential information

Must be 18 years or older

Must know basic math

Physically capable of lifting up to 40 lbs.

Good interpersonal communication skills

Good organizational skills and neatness

Willingness to follow kids' store policies, standards, & pricing at all times

Attention to detail while updating and completing required documents

Ability to maintain positive customer relations under busy conditions and/or when subject to customer demands

Specific Duties:

Welcome young residents & families and offer help with the selection of merchandise

Handle cash envelopes (decision dollars) for each child's purchase

Participate in counting and organizing toy inventory

Price items in the store based off in-store prices and likeability of product

Provide optimal service to all guests, respect, friendliness, patience

Inform FMF staff of issues or concerns related to inventory or purchase conflicts

Remove damaged products and inform staff of any needs for new inventory

Keep track of issues or concerns by filling out a 'Complaints Form' and inform FMF staff

Sort items by age to help the buying process for children

Set up a plan for Aftercare Family shop time

Commitment

Shift times are flexible but we ask that volunteers set a consistent schedule in the evenings, before 7:00pm, for at least 1-2 hours on-site at FMF

Volunteers are asked to make a 3 month commitment minimum

Training and Preparation:

All volunteers are required to complete a pre-service online orientation session and set up a CERVIS volunteer account to keep track of the hours served with Families Moving Forward. Additional training will be provided by the immediate

300 N. Queen Street | PO Box 25426 | Durham, NC 27702

Phone: 919-683-5878 | Fax: 919-682-2509

www.familiesmovingforwardnc.org

supervisor on the first day of the shift and followed up as needed. Please contact the Volunteer Engagement Associate if you are interested in the volunteer opportunity.

Location:

Families Moving Forward
300 N. Queen Street, Durham, NC 27701

Program Coordinator:

Imani Vincent, AmeriCorps VISTA Volunteer Engagement Associate
919-683-5878 ex. 22, imani@fmfnc.org

Tasha Melvin, Director of Partnerships & Programs
919-683-5878 ext. 28, tasha@fmfnc.org