Job Summary
The Closet Case Associate is responsible for working collaboratively in the healthy operations of Closet Case Thrift Store, and maintaining our comprehensive volunteer program including, recruitment, training, placement, and stewardship of all volunteers for We Are Family. This position will work closely with the Thrift Store Manager along with the entire WAF team to ensure the Thrift Store runs smoothly, and volunteers understand, facilitate, and communicate agency vision and services in all areas where needed.

This position reports to the Closet Case Thrift Store Manager and works in partnership with staff, stakeholders as well as directly with community members of diverse backgrounds. This is a part-time position (~16 hrs/week) and contingent on funding.

Duties & Responsibilities
Essential Duties and Responsibilities include, but are not limited to, the following:

- Responsible for the sorting and scheduling of incoming donations
- Ensures that items are properly priced, sorted, stocked, and/or discarded
- Participates in the cashier activities to ensure the accountability and security of cashier funds
- Maintains the neatness and attractiveness of store merchandise and makes certain that displays remain well-stocked.
- Maintain volunteer applications via volunteer software
- Update and maintain volunteer contact info/email listserv
- Communicate with volunteers about volunteer opportunities, including volunteering with youth programs and Closet Case Thrift Store
- Advertise and promote volunteer opportunities through social media, email, community outreach, and other contact points
- Run SLED background checks for new volunteers as needed
- Facilitate quarterly volunteer trainings
- Participate in staff meetings, collaborative planning meetings, and engage in WAF community events as needed
• Other required responsibilities as deemed necessary by WAF staff, for implementation and completion of supports to Closet Case Thrift Store and our volunteer program

Qualifications & Experience

• **Preferred education and work experience**: High School diploma or G.E.D. preferred, and experience working in a retail store and/or community outreach preferred, or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.
• A passion for We Are Family’s work and its mission to make the South a better place for LGBTQ youth and a commitment to follow all policies and procedures of the organization
• Knowledge of effective customer service techniques
• Good verbal and written communication skills, including strong organizational skills, attention to detail, and interpersonal skills
• Strong computer skills and knowledge including word processing database operations, spreadsheets, and other software systems
• Ability to operate a cash register
• Ability to accurately and timely perform routine mathematical computations and count change
• Experience providing volunteer trainings and/or LGBTQ competency trainings
• Flexible availability to work evening, weekend, and extended hours including overtime as needed
• Willing to complete a background check
• Occasionally lifting up to 30 pounds of donated objects
• Demonstrated ability to work effectively with people of diverse racial and ethnic identities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical/mental abilities in a multi-cultural environment

Compensation:
• Hours: 16 hours/week
• $15 per hour
• Expected hours of work: Flexible, given needs of organization
• Professional development opportunities available upon request and approval
• Non-exempt

To apply:
Please submit a cover letter and a resume in a Microsoft Word or Adobe PDF document by email with “Closet Case Associate_(First and Last Name)” in the subject line to info@waf.org. Only applications submitted in this format will be considered.
About the Organization:
As a Southern Grassroots non-profit organization, We Are Family’s mission is to provide affirming spaces for LGBTQI+ (lesbian, gay, bisexual, transgender, queer/questioning, intersex, etc.) and ally youth up to the age of 24 through direct support, leadership development, and community engagement.

Position is located in Charleston, SC.

Equal Opportunity:
We Are Family is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, HIV status, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.