

# **Full Circle Thrift Shop Volunteer Handbook**



Welcome! We are excited to have you join the Full Circle Thrift Shop Team! Please read this handbook prior to beginning your first volunteer shift and keep for your reference if needed. Please let one of our team members know if you have any questions.

Thanks,  
Full Circle Thrift Shop Team

### **Volunteer Rights and Responsibilities**

As a volunteer you have the right to:

- Be assigned a volunteer position that is worthwhile and challenging;
- Be kept informed about what is going on in the shop;
- Receive orientation, training, and supervision for the volunteer position you accept;
- Expect that your time will not be wasted by lack of planning, coordination or cooperation within the shop;
- Know whether your work is effective and how it can be improved;
- Expect valid recommendation and encouragement from the person who supervises you;
- Ask for a new assignment within the shop;

Full Circle Thrift Shop expects volunteers to:

- Accept an assignment of your choice with only as much responsibility as you can handle, stipulating any limitations you may have;
- Use time wisely and not interfere with the performance of others;
- Continue only as long as you can be useful and present no liability threat to the store;
- Provide feedback, suggestions, and recommendations to your supervisor and staff, if they might increase the effectiveness of the shop operation;
- Honor your commitment and come when scheduled;
- Treat donors, customers, and fellow team members with respect;
- Act responsibly and with integrity.

## **Full Circle Thrift Shop Volunteer Job Descriptions**

### Donation Acceptance:

Backroom processing begins with donation acceptance. Good customer service in this area includes greeting and thanking donors, and placing their donated items in the area designated.

### Processing Donations:

If volunteering in the donation center you will be expected to sort, clean, and hang items. Donated items are visually inspected and sorted. Clothing items are hung on a mobile rack to be priced later. "Brick and Brack" items are cleaned/dusted (if needed), and placed in bins to be priced. Priced items are then moved to the retail store for stocking. Skill requirements include the ability to have a discerning eye and to make a judgment call on the division of the goods. Must be able to stand for long periods of time and have the ability to lift and reach. If you find something that you like, you must purchase your items the same day. **YOU CANNOT PRICE YOUR OWN ITEMS.**

### Merchandising:

Priced items brought to the retail store and placed on the appropriate clothing racks or shelving area. Clothing is to be hung neatly and arranged by department and color. Housewares and other "Brick and Brack" items are to be in the appropriate department and shelving area.

### Cashier:

The cashier will provide superior customer care and a positive experience for all customers, donors, and other staff and volunteers as they enter the shop, browse, and purchase goods. Must have excellent interpersonal skills, including tact, understanding, and inclusiveness for all people. Past experience using electronic cash systems, as well as, debit/credit systems would be helpful. Must be able to work quickly and accurately when there are multiple tasks at hand.

### Custodial:

Custodial duties encompass the general cleaning of the shop which includes but is not limited to: bathrooms, windows, vacuuming, and dusting. Must be able to do stand for long periods of time and lift moderate to heavy boxes/bags (trash).

## **Standard of Conduct:**

Everyone is expected to follow acceptable business principles in matters of conduct and exhibit a high degree of integrity at all times. This not only involves sincere respect for the rights and feelings of others, but this also demands that they refrain from any behavior that might be harmful to them, their co-workers, their customers, or the public at large. Their conduct reflects on the company. If there is anything a volunteer does not agree with they need to talk with the Manager in private.

### Dress Code:

Business casual and casual clothing is acceptable. Please refrain from wearing clothing that displays promotional logos. Clothing that reveals cleavage, your back, your chest, your stomach or your underwear is not appropriate. Please wear closed toe shoes. All volunteers and staff must wear a name badge at all times.

### Cell Phones:

Cell phones can be used for necessary telephone calls and text messages. We appreciate keeping your telephone conversations brief. If you must have a long conversation, please take it into the break room or outdoors. The use of headphones in the store is not permitted.

### Break Area:

- For every 4-hour shift worked, volunteers will receive a 15 minute break.
- A 30 minute lunch break is given for a 5-hour shift.
- Please mark the items you put in the fridge and only eat what you bring. Take any leftovers with you at the end of your shift.
- Water is provided for everyone
- Please clean up after yourself.

### Personal Items:

Please store personal items (purses, backpacks, etc.) in a place designated to you in the backroom. Avoid mixing your items with donated items.

### Inappropriate Behavior:

Types of behavior and conduct considered inappropriate include, but are not limited to the following:

- Falsifying information for volunteer sign-in or any other company records;
- Excessive absenteeism or tardiness;
- Theft of any kind;

- Failing to maintain confidentiality of the shop staff, donors and customers information;
- Inappropriate language.

#### Corrective and Disciplinary Action:

Should performance, work habits, overall attitude, conduct or demeanor become unsatisfactory based on violations of policies, rules or regulations, the volunteer member may be subject to corrective or disciplinary action.

#### Corrective action for volunteers:

Volunteers who do not adhere to the rules and procedures or who fail to satisfactorily perform their volunteer assignment are subject to corrective action. Examples of corrective action include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of volunteer, or dismissal from volunteer service. A volunteer should be given the opportunity to express his/her version of the problem at issue during any corrective or disciplinary action.

#### Complaint Resolution Procedures

Misunderstandings or conflicts can arise in any organization. To ensure effective working relations, it is important that such matters be resolved before serious problems develop. Should a situation persist that is detrimental to the volunteers, staff members, or customers, the complaint should be brought to the manager's attention.

#### Health and Safety Guidelines

First aid kits are located in the main office of the Thrift Store and the bathroom of the Donation/Processing Center. It is the policy of Full Circle Thrift Shop to provide its workers a safe and healthy workplace. Safety is everyone's responsibility. In particular, we want employees and volunteers to:

- Follow safe job procedures (i.e., do not take short cuts);
- Keep walking paths clear;
- Keep exits clear;
- Keep work areas clean and free from slipping or tripping hazards;
- Do not block fire extinguishers;
- Immediately report all malfunctions to the Store Manager;
- Use care when lifting and carrying objects;
- Know emergency procedures as posted in the work room;
- Report unsafe conditions to the manager;
- Report every accident and injury to the manager immediately;
- Fill out the Accident/Incident form.

### Accident/Incident Report Process

No matter how insignificant an injury may seem at the time of occurrence, volunteers and employees should notify the manager immediately. An Incident Report must be filed. Incident Report forms are located in the manager's office.

### Anti-harassment

Harassment is any unwelcome verbal or physical conduct based on protected bases (race, color, religion, sex, national origin, age, disability, and sexual orientation). Harassment is explicitly forbidden.

Full Circle Thrift Shop will not tolerate retaliation against any employee or for making a good faith report of harassment, or for assisting in any inquiry about such a report.

### Drug-Free Workplace

Full Circle Thrift Shop maintains a drug-free workplace. We specifically prohibit the distribution, possession or use of drugs and controlled substances. The term "drug" includes alcoholic beverages, illegal inhalants, illegal drugs, and the unauthorized use of prescription drugs.

### Violence in the Workplace

Full Circle Thrift Shop has a "no tolerance" guideline for acts or threats of violence. We expect our volunteers and employees to conduct themselves in a non-threatening, non-abusive manner at all times. No direct, conditional, or veiled threat of harm to people or property will be considered acceptable behavior. Any person who has been subjected to, or threatened with violence, must immediately report this information to the manager.

### Firearms

Full Circle Thrift Shop expressly forbids the possession of firearms on company property. The Company has a "zero tolerance" guideline for possession of any type of weapon, firearm, explosive or ammunition. Any person who witnesses or suspects another individual of violating this guideline should immediately report the violation to the manager.

### Smoking

In order to maintain a safe and comfortable working environment and to ensure compliance with applicable laws, smoking is prohibited in our establishment.

## Security

Maintaining the security of Full Circle Thrift Shop is everyone's responsibility. Volunteers should develop habits that ensure security as a matter of course. For example:

- Always keep cash properly secured;
- Cashiers, do not leave the cash register unattended (if you need to leave, call a member of the staff to stay at the checkout counter until you return);
- Know the location of all fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise;
- Keep a list of emergency numbers near each phone;

By signing below, I am acknowledging that i have read and understand the above.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_