

**Job Description**  
**SALES LEAD - RESALE VOLUNTEER PROGRAM SUPERVISOR - FULL TIME**  
**NATIONAL COUNCIL OF JEWISH WOMEN STL – THE RESALE SHOP**

- I. **Job Title:** Sales Lead - Resale Volunteer Program Supervisor
- II. **Reports To:** The Resale Shop Manager
- III. **General Objective:** To serve as a Sales Lead in The Resale Shop. To work alongside Shop staff in coordination with the Shop Manager to execute the day-to-day operations of The Resale Shop while providing effective supervision and coordination of volunteers.
- IV. **Position Description:** The Resale Volunteer Program Supervisor's role is to assist with general shop operations while serving as the point of contact for volunteers. Shop operations include but are not limited to; cashiering, opening and closing procedures, direct customer service, restocking, and cleaning and organizing merchandise. They must develop and implement innovative plans to maintain and enhance The Resale Shop's volunteer program to ensure ongoing success as well as plan and execute volunteer training and appreciation events. The Resale Volunteer Program Supervisor oversees the recruitment, placement, and orientation of all existing and future Shop volunteers.
- V. **Specific responsibilities include:**
  - a. Resale Volunteer Program Supervisory Responsibilities
    1. Attract and recruit volunteers, conduct interviews, and onboard new volunteers, ensuring they understand the Shop's mission and volunteer roles.
    2. Provide necessary training to volunteers, including store procedures, customer service and resale related tasks.
    3. Supervise all volunteer work to ensure quality and efficiency.
    4. Develop and manage volunteer schedules, ensuring adequate coverage during store hours.
    5. Foster a positive and supportive environment for volunteers, addressing their concerns, and recognizing their contributions to maintain high morale and retention.
    6. Plan appreciation events – Volunteer Appreciation Week, Holidays, Birthdays Etc.
    7. Act as a point of contact for volunteers, relaying information, addressing questions, and providing feedback.
    8. Assign volunteers to various tasks, such as sorting donations, staffing the jewelry counter, assisting customers, and maintaining the store's appearance.
    9. Track volunteer hours, monitor volunteer performance, and provide reports on volunteer activities to the Director of Retail Operations.
  - b. Sales Lead Responsibilities
    1. Assist with general store operations including customer service, opening and closing procedures, cashiering, daily paperwork, and Shop floor coverage.
    2. Provide a clean and inviting Shop environment for all shoppers and donors.
    3. Assist with floor moves.
    4. Staff special events.
    5. Other tasks may be assigned.

**VI. Skills and Qualifications:**

- a. Excellent communication and interpersonal skills.
- b. Strong organizational and time management skills.
- c. Ability to supervise and motivate volunteers and staff.
- d. Experience in retail or customer service.
- e. Experience working with volunteers.
- f. Ability to work in a fast-paced environment.
- g. Passion for supporting non-profit organizations
- h. A love for resale!

**VII. Education:**

- a. Associate's Degree required
- b. Retail or Customer Service training a plus!

**VIII. Physical Demands:**

- a. Ability to lift 20 pounds or more
- b. Ability to stand for long periods of time
- c. Ability to maneuver stairs

**NCJW-St. Louis is an equal opportunity employer.**

This is a 100% in-person, full-time position with benefits. Some evening and weekend work is required.  
The Resale Shop is open Monday – Saturday weekly.