

## The Wardrobe Job Description

<b>Title:</b>	Program Coordinator
<b>Supervisor/s:</b>	Program Manager & Resale Director
<b>Starting Salary:</b>	\$32,000
<b>Employment Type:</b>	Full Time, Eligible for Overtime
<b>Insurance Benefits:</b>	Healthcare (50% covered), Long/Short Term Disability, IRA
<b>Paid Time Off:</b>	Match 15 days pro-rated in 1 <sup>st</sup> year plus state/federal holidays

### Position Overview

Program Coordinators are responsible for implementing customer service (shoppers/clients), merchandising, and inventory processing at all Wardrobe locations (Philadelphia, Delaware, and Bucks Counties in PA). Program Coordinators work as a team under the direction of the Program Managers and Resale Director. Program Coordinators are available to work in client services, customer service, inventory, merchandising, and online sales equally. This position is in-person with occasional work from home opportunities.

Coordinators at The Wardrobe are expected to be self-directed for their own task and may be responsible for minimal supervision of other employees (excluding interns/volunteers). They are accountable for their own goals and may have site responsibilities.

### Customer and Program Services – 60%

- Provide exceptional customer service in-store and online to offer a personalized and engaging experience for all visitors (customers, donors, volunteers) while always prioritizing service over tasks.
- Effectively communicate sales promotions and organization mission to customers.
- Take a forward-thinking approach to the customer experience and merchandising to drive sales and engage our customer.
- Follow established procedures for conducting referral client appointments, including scheduling and/or rescheduling, troubleshooting issues, and completing required paperwork and data entry, including appointment survey.
- Operate point of sale system including assuming responsibility for cash handling, credit card processing, and reconciliation (beginning/end of day).
- Supervise volunteers and interns to ensure that they follow procedures for client services, customer engagement, and sales transactions.
- Fulfill, send, and track Wardrobe Boxes as requested.
- Maintain efficient and empowering client services including using trauma-informed practices and remaining updated on referral programs and populations The Wardrobe assists.
- Represent The Wardrobe at in-store and outside events as needed.
- Other duties as assigned including daily cleaning, data entry, supply management.

### Inventory Management - 40%

- Sort and prepare donated inventory for the sales/service floor: tagging, pricing, and data entry. Includes identifying fashion trends and designers appropriate for resale operations.
- Maintain appropriate product levels on the sales floor while observing merchandising basics.
- Communicate needs for inventory selection or purchasing to team members and Managers.
- Implement sales process as determined by management in terms of markdowns and special sales to promote inventory movement.
- Maintain a system for processing incoming donations and keeping inventory rooms organized to maximize donation receipt, processing, and replenishment.

- Review inventory guidelines seasonally and train volunteers and interns on seasonal guidelines, pricing/tagging, and inventory replenishment.

**General Qualifications:**

- Education/Life Experience: High school degree/ GED or experience in retail or customer service.
- Available to work a minimum of 2 Saturdays per month and travel to multiple locations in Philadelphia, Delaware, and Bucks Counties in PA.
- General ability to use computer systems including email, online calendars, Zoom/Google Hangouts and POS systems.
- Retail experience a must, resale/consignment experience a plus. Ability to identify fashion trends and designers and communicate value to customers.
- Attention to detail and ability to handle multiple priorities in a fast-paced, rapidly evolving environment.
- Ability to handle interpersonal conflict and customer service issues in a professional manner.
- Good communication skills, able to work with diverse populations and be a positive team member. Comfortable delegating and providing/receiving feedback.
- Other abilities: Able to lift/carry up to 20 pounds and work on the sales floor 4-6 hours per day.
- Career Wardrobe mandates all staff are vaccinated against COVID19 and proof of vaccination is required for employment.
- The Wardrobe is an equal opportunity employer and encourages applications from people with diverse backgrounds and life experiences. We welcome applications from people with a history of incarceration.