

## Career Wardrobe (DBA The Wardrobe) Position Announcement – January 2024

<b>Title:</b>	Program Coordinator (Exton PA)
<b>Location:</b>	Exton Square Mall, Exton, PA
<b>Employment Type:</b>	Full Time, Eligible for Overtime
<b>Starting Salary:</b>	\$36,000 (\$17.30/hour equivalent)
<b>Insurance Benefits:</b>	Healthcare (50% covered), Long/Short Term Disability, IRA Match
<b>Paid Time Off:</b>	15 days pro-rated in 1 <sup>st</sup> year plus state/federal holidays

**To Apply:** Please submit a current resume and cover letter to [resume@wardrobepa.org](mailto:resume@wardrobepa.org) with the subject line "Program Coordinator – Exton." Applications will be accepted until a suitable candidate is hired. Anticipated interviews to be held in January.

### Organization Overview

The Wardrobe is a nonprofit organization with the mission of eliminating clothing insecurity and curbing fashion waste. Because our supporters give and shop, 5,000 people annually leave our locations throughout the region shining full of confidence in their new outfits. Whether someone is in need of an outfit for work or everyday life, they receive access to free clothing while receiving the STAR Treatment - Styling, Time, Advice, and Respect.

The Exton site currently operates as Wings for Success but is transitioning to The Wardrobe. This site will provide a sustainable shopping experience for the organization's supporters who share the sales floor with our participants while they select their outfits at no charge. The Exton site also fulfills orders for Wardrobe Boxes for both seasonal subscribers and nonprofit participants.

### Position Overview

The Exton Program Coordinator will work primarily at the Exton, PA site with occasional travel to our locations and/or special events in Kennett Square, Lansdowne/Upper Darby, and Philadelphia. The position is full time with a Monday-Friday 10am-6pm schedule and occasional Saturdays. This is an in-person position with no remote work options.

Program Coordinators are responsible for providing exceptional customer service to shoppers and nonprofit clients along with processing inventory donations and merchandising the sales floor. They work with volunteers and other employees under the direction of the Site Manager with support from the Program Director and Resale Director. Program Coordinators are expected to be self-directed, collaborative with other team members, and provide supervision of interns and volunteers.

### Customer and Program Services

- Provide exceptional customer service 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.
- Follow established procedures for conducting referral client appointments, including completing required paperwork and data entry.
- 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.
- Select inventory based on style profiles for remote customers and nonprofit clients (i.e., Wardrobe Boxes).
- 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.
- Daily cleaning, data entry, supply management, and other duties as assigned.

### **Inventory Management**

- 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 a system for processing incoming donations and keeping inventory rooms organized to maximize donation receipt, processing, and replenishment.
- 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.

### **General Qualifications:**

- Education/Life Experience: High school degree/GED or experience in retail or customer service.
- Retail experience a must, resale/consignment experience a plus. Ability to identify fashion trends and designers and communicate value to customers.
- Available to work required schedule including up to 2 Saturdays per month and occasional travel to other locations as requested.
- General ability to use computer systems including email, online calendars, Zoom/Google Hangouts and POS systems.
- 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.
- The 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.