

## The Wardrobe Job Description

<b>Title</b>	Program Coordinator
<b>Supervisor</b>	Site Manager & Resale Director
<b>Compensation Range</b>	\$40,000 Salaried / \$19+ Hourly
<b>Employment Type</b>	Non-Exempt – Available as full or part time position
<b>Insurance Benefits</b>	Full time: Healthcare (50% covered), Long/Short Term Disability, IRA Match
<b>Paid Time Off</b>	Full time: 15 days pro-rated in 1 <sup>st</sup> year plus state/federal holidays Part Time: 1 hour PTO accrued for each 40 hours worked

### Position Overview

Program Coordinators are responsible for implementing customer service (shoppers/clients), merchandising, and inventory processing with occasional off-site travel to other Wardrobe sites. Program Coordinators are available to work in client services, customer service, inventory, merchandising, and online sales equally. Program Coordinators work as a team under the direction of the Site Manager with support from the Program Director and Resale Director.

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. This is an in-person position with no remote work options.

This position will work directly with the guests of The Wardrobe who may be experiencing impacts of deep poverty, trauma, symptoms of untreated mental illness, substance abuse disorder and general marginalization.

### 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.
- Maintain efficient and empowering client services including using trauma-informed practices and remaining updated on referral programs and populations The Wardrobe assists.
- Effectively communicate sales promotions and organization mission to customers.
- Take a forward-customer 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.
- 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 within The Wardrobe's service area.
- 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.
- 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.

