



2120 Plum Grove Road
Rolling Meadows, IL 60008
(847) 221-3550

Volunteer Description and Agreement

Calling All Volunteers!

Thank you for your interest in Annie's Resale for the World! We are thrilled with the rapid growth and success of our resale shop and welcome the opportunity to speak with you about joining our team. Without the time, talent and support of our amazing and dedicated Volunteer, we would not be able to carry out our mission, so we thank you for considering us.

If you enjoy resale shops, working with the public, working behind the scenes, administrative work, social media or creative grassroots fundraising, we may be a great fit for you! The best part of serving with us is knowing that any time you give of your time, talent or treasure, you are actually serving to enhance the lives of the extreme poor in places like Haiti, India, Uganda, Kenya and Burma, as well as in our own city of Chicago.

Volunteer Position Description and Terms

Basic Requirements: Before joining our team, all volunteer candidates will be asked to meet with their initial contact (Board Member or Volunteer Supervisor) in our organization, and then with the Executive Director. All candidates will fill out the brief one-page application form (attached) and complete an Attestation form, stating that he/she has not been convicted of a felony.

Age: Volunteers must be 16 years or older to volunteer individually. Volunteers age 12 to 15 must be accompanied with a parent or guardian.

Time: We are very willing to work within the needs and schedules of our Volunteers in scheduling volunteer hours. Some Volunteers choose to come in one day or more per week, while some are only available for briefer periods of time. We do request that you give us advance notice whenever possible when you will not be able to perform your scheduled volunteer hours, so we can make alternate arrangements when we need to.

Our Commitment to You: Our Volunteers are an extremely important part of our team, and we value them immensely. We will provide you with an orientation to our resale shop and its operations, as well as continued training so you can carry out your volunteer hours in the most effective way possible. We commit to honoring and respecting you for the gift of your time, talent and treasure.

In addition, you will receive a clear description of our overall mission and vision in serving the extreme poor through our seven Partners, as well as our organizational operations.

Your Commitment to Us: We request of our staff and our volunteer team share the clear and unified commitment to our mission, which is to share the love of Jesus Christ with all we encounter through the sale of donated goods in our shop, and to do all we can to support and enhance the hard work of our Partners both overseas and in the Chicagoland area, as they serve their local communities.

We request that you strive with us to uphold our commitment of mutual honor and respect for the ARFTW Staff, Board of Directors and Advisors, Fellow Volunteers, Customers and Vendors of our shop. We ask that if a conflict or issue arises during the course of your time with us, please bring it to the attention of your Volunteer Supervisor or a Staff Member and we will strive to resolve it.

Confidentiality and Trust: We request that you keep all internal matters confidential to protect our safety, security and reputation. This would include any private operational information that you are privy to during your time with us, as well as any confidential matters relating to our Staff, our Volunteers and Store Operations.

Volunteer Positions:

Sorter:

Goal: To support the service and fundraising goals of our shop by accepting donations, inspecting them and then sorting them into the appropriate sections.

Description: Sorters graciously accept boxes and bags full of donated items from members of our community (and, occasionally politely declining items we unfortunately cannot accept). Then, often working together, the sorter(s) will inspect the items for damage put them into the appropriate categories for further pricing and processing (e.g. women's clothing, kid's toys, books, etc.).

Depending on the section, items may also be placed on a hanger, receive a tag or size sticker, etc. Items that are out of season are bagged and stored for pick up from our recycler. Sorters are also always looking out for special treasures (high end name brand items, items with tags, various antiques and collectables.). The specifics of our sorting system are learned through on-the-job training.

Cashier:

Goal: To support the service and fundraising goals of our shop by providing excellent customer service to customers while they are shopping and making a purchase.

Description: The cashier is welcoming and greeting customers, answering basic questions about our shop and our mission, and ensuring that our visitors have a pleasant shopping and sales transaction experience with us. Training for the cash register and related tasks will be provided.

Merchandiser:

Goal: To focus on a particular area of the store that you love and/or have expertise or specific knowledge about -- in order to make it the best that it can be!

Description: Resale merchandisers usually begin as Sorters, and have learned the way the back room works. They will then take particular interest in a specific area of the store (usually clothing, house wares or accessories). They will learn more about tagging, pricing, displaying and recovery in that section. Through working with the Store Manager or with a team of other Volunteers, the Merchandisers will price items, replenish stock in their section, or create special displays in their area. Additional tasks will vary based on the volume of customers and can include: assisting the cashier with bagging customer's purchases, helping a customer find exactly what they are looking for by assisting as a personal shopper, and assisting with basic store upkeep, such as returning un-purchased items to the correct place.

Other Volunteer Opportunities:

In addition to the sales floor and back room operations, we need specially gifted Volunteer in the following areas. These Volunteer would work mainly with the Executive Director to enhance the administrative, marketing, fundraising and operational side of our mission. This would include volunteer hours for:

1. **Website and Social Media** - Development, Enhancement and Maintenance of our website, Facebook page, etc. (including an online store for specialty items.)
2. **Administrative** - Data Entry, Maintenance of Customer Lists, General Bookkeeping, Assistance with Email Blasts, etc.
3. **Grassroots Fundraising** – Clothing Drives, Networking with Community, Social, Church and Neighborhood Groups for Fundraising and Special Events Opportunities
4. **Serving as a “Connector”** – Providing us with suggestions for names, organizations and groups to meet with, Collaborate with and share our vision
5. **Grant Writers** – Seeking out foundations and other funding sources to cover operational costs so that a larger percentage of revenue can be sent directly to our Partners

6. **Specialty Appraisers** – If you have specialized knowledge regarding specific categories of items, such as jewelry, purses, home décor, glassware, antiques, clothing, etc., we would appreciate being able to call on you for pricing consults when the need arises.

Please fill out the attached application and send it back to us by dropping it off at our shop or by mailing it to Annie Farrell, c/o Annie's Resale for the World, 2120 Plum Grove Road, Rolling Meadows, IL 60008. We will review your application and get back to you right away.

We look forward to getting to know you better and hopefully, working right alongside you to enhance the lives of our Partners and those they serve.

Thank you for considering us.

Best Personal Regards,

Annie Farrell
Executive Director