

This document provides an overview of the volunteer opportunities and tasks required for donation week (pages 1-2) and sale weekend (pages 3-5).

## Donation Week Volunteer Opportunities

Depending on the volume of donations and number of volunteers, you may be asked to perform more than one duty and additional duties not specifically outlined below.

- **Greeters (Accept Donations)** – Individuals who greet people arriving with donations. Help move their items to the appropriate warehouse areas (such as furniture or books) or move other donations into the sorting area or at least away from the drop-off areas. When there are no vehicles making donations, the greeters can fill in as sorters.

### *What you need to be a Greeter*

- **Willingness to be friendly but firm** – Greet people donating items, thank them, and answer any questions that they have. Be cheerful and greet them nicely. Some people may have to sit in a long line of cars waiting to drop off their donations. The tricky part is declining the items we do not take without making people feel that they wasted their time.
  - Explain **why** some items are not acceptable (for example, too many models of baby gates have recalls against them, we won't be able to sell 100lbs of candle wax and will have to pay to have it disposed of). Offer them a pre-printed list of suggestions for other places to donate adult clothing, skis, and other items we do not accept.
- **Familiarity with the list of items we do not take** – The list will be prominently posted and is also available on flyers and on our website. Most of the "can't take" items are large and easy to see them (such as skis). However, boxes need to be checked by doing a quick scan and asking people specific questions. For example, if you get a box of books, ask "Are these text books or condensed books?" (We don't take text books **or** condensed books, e.g., *Reader's Digests*).
- **Ability to lift** – Some donors are elderly people who really shouldn't (or who can't) lift boxes out of their cars. If something is too heavy for you, ask for help and use a carriage or cart to move the items!
- **Ability to ASK** if you are not sure if we take an item or not, if you have run into someone who is being difficult (which is rare) ask the Day Captain on site for help.



## Yard Sale Volunteer Opportunities

- **Sorters** – These individuals go through boxes and pull out the items that can go directly into the appropriate shopping cart to be delivered to the designated tables / floor space or are brought to the pricing area for immediate pricing.

For items sorted into shopping carts: once the cart is full, sorters unload the shopping carts on to the designated tables / floor space) and return cart to sorting area.

- ***What you need to be a Sorter*** – Ability to be efficient and to move quickly, especially during heavy donation times when items tend to pile up at the drop-off areas. Ability to quickly and gently unwrap items; remove items from boxes and wrappings and lay them out for price team to evaluate.
- **(New 2020) Thrift store courier – Monday, Wednesday, (Thursday if needed)** – sort, pack and transport items we cannot sell to local area nonprofit thrift stores (Savers, Goodwill, Salvation Army, Habitat for Humanity)
  - ***What you need to be a Courier*** – your own transportation with interior space available to transport more than a “car seat” worth of items at a time, ability to load and unload your own vehicle independently. General knowledge of what local area nonprofit thrift stores accept so that you can sort items and plan drops offs.
- **Miscellaneous Tasks During Preparation Week** – There is always something to do during donation week. No specific people are assigned to these, but these are items to think about if you have a lull in anything you are doing. These are basically “filler tasks” which must be done, and this list is by no means complete.
  - Check trash cans. Replace bags and take trash to dumpster.
  - Breakdown large boxes for recycling
  - Bag up recycling (soda cans / water bottles) for someone to take with them at end of day
  - Place small / medium boxes under tables for shoppers to use
  - Consolidate shopping bags for shoppers to use
  - Consolidate packing materials (bubble wrap, newspaper, tissue paper) for sale weekend use
  - Check bathrooms: keep stocked with paper towels, soap, toilet paper
  - Help keep volunteer / break room area clean
  - Additional tasks as assigned by your day captain

## Sale Weekend Volunteer Opportunities

This list describes major opportunities to help you decide what you can do to help during Sale Weekend. These tasks are very different from the functions during Preparation Week.

- **Greeters** – greet shoppers as they near the entrance of the sale, direct them into the sale, answer general questions (what are the hours of the sale, where are the bathrooms)
  - **What do you need to be a greeter** – friendly personality with good customer service skills and a smile!
  - Note this position works closer to the entrance of the warehouse
- **Clickers to Count Shoppers** – Stand at the entrance with a clicker and count the shoppers. Why do we do this? Headcounts are vital for getting a sense of the scale of the event.
  - **What do you need to count shoppers** – Ability to focus on counting and clicking.
  - Note this position works closer to the entrance of the warehouse. Counters should dress for the weather.
- **Early Bird Sales (Saturday only)** – sell passes for \$20 pp to enter the sale for exclusive shopping from 7am – 8am on Saturday only.
  - Must be comfortable handling and holding large sums of cash, interacting with all types of personalities and hold firm to our Early Bird policies yet be approachable/friendly.
- **Cashiers** - Cashiers sit/stand at a table near the exit, tallies up the amount people owe, takes their money, and applies PAID stickers to their items.

Cashiers do not need to worry about negotiating; the price is the price marked on the item or is a standard price such as for puzzles. On Saturday there is absolutely no negotiating. On Sunday there may be some negotiating, handled by a few designated people.

- **What you need to be a Cashier** – Ability to add or use a calculator. Ability to make change. **Cashiers should possess good judgment to value items if a price is missing or questionable and call upon the lead cashier for assistance.** Willing to look through shopping bags to “find” small items that may be in the bag and not immediately obvious. We are a charitable organization, so we give people the benefit of the doubt and assume they probably “forgot” they put the items in the bag. After all, it really is easy to miss a very small item. You will need to lift bags.
- **Cashier Assistant** - Cashier assistants sit/stand at the table with a cashier. Help check through the shopping bags/boxes and assist the cashier add up the items. At times cashier assistants can step in and act as cashier if the cashier needs to take a break.

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- **What you need to be a Cashier Assistant** - Willing to look through shopping bags to "find" small items that may be in the bag/box and not immediately obvious. Assist cashier in tallying up items. Notify Cashier Captain when PAID stickers run low. Ability to lift bags. Direct shoppers to the appropriate exit. Step in as cashier when necessary. Ability to use a calculator and make change.
- **Package Hold** – People who take and store PAID items in a secure holding area. We offer this convenience for shoppers who want to go back for more shopping without hauling their items all the way to the parking lot. There are also some shoppers who need to go home and drive back in larger vehicles if they have purchased furniture and other large items. **This area for PAID items only!!!!**
  - **What you need to do package hold** – Ability to lift boxes and some heavy items. Good organizational and procedural skills in order to remember to attach the claim ticket to the items and give the shopper the other piece of the claim ticket. Be watchful of giving the correct items back to the person with the correct claim ticket. People become very upset when they have paid for treasures and we give the box to someone else. People WILL take a box that doesn't belong to them if they see something in it that they want! You must be vigilant about matching the claim tickets.
- **Security 'Cops'** – *(Particularly needed on Saturday morning outside of antiques/collectibles area and by the exit door)*. Security cops do just that – they watch for packages and people exiting the building and ensuring paid stickers are adhered to their items. They also are stationed at the entrance/exit to the antiques/collectibles area to watch for items coming out of that area.
  - **What you need to be a Security 'Cop'** – Possess the nature to be polite yet firm and have a commanding figure.
- **Parking attendants** – direct car traffic to open parking lots. Direct foot traffic safely to sale entrance.
  - **What you need to be a Parking attendant** – Be alert, communicate via walkie talkie, possess the nature to be polite yet firm and have a commanding figure. Ability to stand for two to three hours.
- **Exit Area Assistance** - assist shoppers exiting the building into the courtyard area. Make sure people didn't go IN the exit but to help load cars and get cars in and out of that area. Assist parking attendants at front of building to make sure no one parks in blocked off area.
  - **What you need to be an Exit Area Assistant** – Be alert, communicate via walkie talkie, possess the nature to be polite yet firm and have a commanding figure. Ability to stand for two to three hours.
- **Large Load Assistance** – Assist shoppers with transporting their large amount of items through check out using carts/carriages. Carts and carriages are not to be given to these shoppers; they are

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to be used only by volunteers to assist these shoppers.

- **What you need to be a Large Load Assistant?** - People who can help shoppers load large amounts of items into their vehicles. Assist them through check out – act as cashier assistant so these folks don't hold up the line in the general sale. Then assist them with getting their purchase out to their cars.
- **Collectible Assistance** – assist cashier team in collectable department with wrapping and packaging purchased fragile items for shoppers.
  - **What you need to be a Wrap and Package Assistant?** General understanding of how to wrap fragile items securely for easy transport.
- **Electronics Associate** – electronics is one department that is very busy in the early hours of the sale on Saturday. This position assists the lead associate with answering questions, mechanizing the department and keeping an eye on inventory.
  - **What you need to be an Electronics Associate** – retail customer service experience. Knowledge of electronics a plus.
- **Table Merchandisers** - keep tables of merchandise tidy and organized after being picked over by shoppers. This job is done while shoppers are still shopping so it needs to be done as best as possible without interfering in shopping. Consolidate merchandise from tables as needed.
  - **What do you need to be a Table Merchandiser?** - ability to organize items, good customer service skills, ability to stand for two hours at a time
- **Cleanup** – Just that – cleaning up the warehouse – breaking down tables, packing up leftover items to be transported to Goodwill or back to the shelter.
  - **What you need to help clean up** – Willingness to get very dirty. Ability to lift some heavy items.