

# Camp Roger Camp Scottie

## Camp Roger Job Description Assistant Store Director - Volunteer Specialist The Acorn Resale Shop

**Job Summary:** The Acorn Resale Shop's Assistant Store Director - Volunteer Specialist supports the Store Director in all aspects of daily store operations, including Front End and Backroom processes, specializing in creating a rich and robust volunteer experience.

### Camp Roger's Faith Statement:

At Camp Roger, we believe that Christians share the following core beliefs and convictions:

1. **First**, that there is one true God who is made known to his creation through the person of the Trinity: The Father who created us, Jesus Christ the Son who died for us, and the Holy Spirit who guides us.
2. **Second**, that the Bible is the true and inspired Word of God, revealing God's character and redemptive story of his creation.
3. **Third**, that God's worldwide church, which includes all Christians, has been called and equipped to co-labor with Christ in building the kingdom on earth.

As a diverse group of Christians, we seek to live in order to find our center in Christ for the purpose of serving God together. We commit to working in the same direction together, orienting ourselves toward Christ in all things. View Camp Roger's Faith & Life Covenant at <https://bit.ly/CRFaithLifeCovenant> to learn more about how we find our center in Christ for the purpose of serving God.

### Staff Cultural Characteristics:

1. Growth mindset
2. Christ-centered life
3. Humility
4. Pursues unity and reconciliation
5. Loves and cares for others

### Job Responsibilities and Duties:

1. Daily Operations
  - a. Acts as a welcoming presence, treating everyone with respect and care.
  - b. Coordinates and participates in intake, cleaning, repair, pricing, and stocking of donations.
  - c. Provides excellent Guest service according to The Acorn Resale Shop standards.
  - d. Demonstrates an advanced level of knowledge in operating Point of Sale terminal, payment terminal, and counterfeit bill detector.
  - e. Assists with occasional cleaning and/or maintenance of store facility.
  - f. Clears and salts sidewalks when needed during winter months.
  - g. Performs opening or closing duties on assigned shifts.
  - h. Performs cash drawer reconciliation and accounting.
  - i. Other duties as assigned.
2. Volunteer Development Specialty:
  - a. Takes the lead in Volunteer onboarding, initial process training, and ongoing Volunteer development.
  - b. Creates a plan to check in with each active Volunteer at least semi-annually to listen, receive feedback, and provide information on any additional opportunities available.
  - c. Identifies and implements additional Volunteer touchpoint opportunities such as birthday cards, notes of encouragement, and thank you cards to express appreciation for their service.
  - d. Acts as the lead in the operation and ongoing maintenance of the Volunteer management software.
  - e. Champions Volunteer recognition, appreciation, and care in three ways: as an individual, together with other Staff members, and through developing and leading Volunteer teams who champion the same causes.

- f. Leads in problem-solving Volunteer shortages.
  - g. Demonstrates leadership to Volunteers: timeliness, cleanliness, good attitude, meeting the needs of the Guests, and being “the hands and feet of Jesus.”
  - h. Coaches and/or supervises Volunteers in all aspects of their work, creating win-win partnerships in service.
  - i. Provides support services for Volunteers (stocking, supplies, trash, cardboard recycling).
  - j. Assists the Store Director in creating and developing service opportunities that benefit and are accessible to various demographics within our local community and the Grand Rapids area at large.
3. Store Merchandising:
- a. Supports, participates in and leads Volunteers in the *7 Stops of Merchandising* process at The Acorn – including oversight of donation intake, processing of donated items, inventory rotation, and disbursement of unsold inventory.
  - b. Supports The Acorn pricing model and actively participates in maintaining merchandising standards.
  - c. Support and backup Merchandising Specialist when needed.
4. Organizational Leadership:
- a. Knowledgeable of and ensures compliance with all store policies and procedures including but not limited to cash handling procedures, safety, and emergency procedures.
  - b. Provides Staff-on-Duty coverage during scheduled shifts.
  - c. Actively fosters and participates in a Staff culture that values collaboration, communication, care, and serving one another.
  - d. Shares overall management responsibility for the store with other Staff members in the areas of store performance, cash control, inventory management, health and safety protocols, security of assets, guest service, and leading volunteers.
  - e. Takes ownership of and provides expertise in achieving financial performance goals- including budgeted sales, gross profit, and controllable expenses.
  - f. Champions a high level of communication and information flow throughout the organization - Staff to Staff, Staff to Leaders, Staff to Volunteers, Volunteers to Peers.
  - g. Maintains and safeguards confidentiality concerning Volunteer information and matters, operational trade processes, and company information.
  - h. Increases personal knowledge of industry trends and best practices.
  - i. Builds a Guest-focused culture of engagement, service, and encouragement.

**Responsible to:** Store Director, The Acorn Resale Shop

**Requirements:**

1. Agrees to sign and strive to live up to the standards outlined in Camp Roger’s Faith and Life Covenant (located at <https://CampRoger.org/about>).
2. This is an hourly position averaging 30 hours per week.
3. The position requires regular daytime, evening, and weekend hours.
4. Ability to lift up to 10 lbs. frequently overhead, 20 lbs. regularly to shoulder height, and 45 lbs. occasionally to waist level.
5. Ability to stand or walk for extended periods.
6. Ability to bend, squat, twist, reach and grasp.
7. Ability to climb a step ladder or stairs to a height of 3 ft to reach and/or store items.
8. Work environment includes regular exposure to outdoor weather conditions.
9. Working knowledge of Office 365.
10. Attention to detail and ability to problem-solve.
11. Excellent written and communication skills, spoken and written fluency in English.
12. Ability to recruit, relate to, inspire, and coach Volunteers.

**Compensation and Benefits:**

1. Hourly position averaging 30 hours per week requiring regular evening and weekend work.
2. Pay range is \$16-\$18 /hour with overtime compensated at a 1.5 times hourly rate after 40 hours.

3. Simple IRA with company match up to 3%.
4. PTO (Personal Time Off) = 5 personal days, plus 7 holiday days per year.
5. Employee Assistance Plan through Pine Rest.
6. Facility rental discount.
7. Summer camp discounts.

**To Apply:**

Send a short cover letter detailing your interest and qualifications along with your resume and three professional character references to Steve Hazel at [steve@camproger.org](mailto:steve@camproger.org).