

# Camp Roger Camp Scottie

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

**Job Summary:** As one of Camp Roger's newest fundraising ventures, The Acorn Resale Shop takes the proceeds from the sale of donated goods to help a summer camp or outdoor education experience become more accessible and affordable for children. Help lead our excited and dedicated volunteers as a management team member, specializing in volunteer development.

### 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.

### Staff Cultural Characteristics:

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

### Responsibilities and Duties:

1. Daily Operations:
  - a. Be a welcoming presence, treating everyone with respect and care
  - b. Coordinate and participate in intake, cleaning, repair, pricing, and stocking of donations
  - c. Provide excellent Guest service according to Acorn Resale standards
  - d. Advanced level knowledge of and ability to operate Point of Sale terminal, payment terminal and counterfeit bill detector
  - e. Occasional cleaning and/or maintenance of store facility
  - f. Clear and salt sidewalks when needed during winter months
  - g. Perform opening or closing duties on assigned shifts
  - h. Perform cash drawer reconciliation and accounting
  - i. Other duties as assigned
2. Volunteer Development Specialty:
  - a. Conduct Volunteer onboarding, initial process training and ongoing Volunteer development
  - b. With input from Staff and other Leadership, create individualized Success Strategies for each Volunteer, coaching them as needed or at a minimum twice annually
  - c. Act as the Lead in the implementation, operation, and ongoing maintenance of Volunteer management software
  - d. In conjunction with the Store Director, create and develop service opportunities that benefit and are accessible to various demographics within our local community and the Grand Rapids area at large
  - e. Champion Volunteer recruiting and care processes through individual effort and through leading and directing teams of volunteers
  - f. Lead in problem-solving Volunteer shortages

- g. Be an example to Volunteers: timeliness, cleanliness, good attitude, meeting the needs of the guests and being “the hands and feet of Jesus”
  - h. Coach and/or supervise Volunteers in all aspects of their work creating win-win partnerships in service
  - i. Provide support services for Volunteers (stocking, supplies, trash, cardboard recycling)
3. Store Merchandising
- a. Support, participate in and lead Volunteers in the *Shed To Showroom*® process at The Acorn – including oversight of donation intake, processing of donated items, inventory rotation and disbursement of unsold inventory
  - b. Support The Acorn pricing model and actively participate in maintaining merchandising standards
  - c. Support/back-up 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. Provide Staff-on-Duty coverage during scheduled shifts
  - c. Share 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
  - d. Take ownership of and provide expertise in achieving financial performance goals- including budgeted sales, gross profit and controllable expenses
  - e. Champion a high level of communication and information flow throughout all levels of the organization
  - f. Maintain and safeguard confidentiality concerning Volunteer information and matters, operational trade processes and Company information
  - g. Increase knowledge of industry trends and best practices
  - h. Build 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://bit.ly/CRMission>)
2. Flexibility to work daytime, evening, and weekend hours
3. Ability to lift up to 10 lbs. frequently overhead, 20 lbs. regularly to shoulder height and 45 lbs. occasionally to waist level
4. Ability to stand or walk for extended periods of time
5. Ability to bend, squat, twist, reach and grasp
6. Ability to climb a step ladder or stairs to a height of 3 ft to reach/store materials
7. Work environment includes regular exposure to outdoor weather conditions
8. Working knowledge of Office 365
9. Attention to detail and ability to problem-solve
10. Excellent written and communication skills, spoken and written fluency in English
11. Ability to recruit, relate to, inspire and coach volunteers

**Compensation and Benefits:**

1. This is an hourly position averaging 30 hours per week with a pay range of \$16-\$18 per hour with overtime compensated at a 1.5 times hourly rate after 40 hours
2. PTO = 5 days, plus 7 holiday days per year
3. Simple IRA with organizational match up to 3% of salary
4. Employee Assistance Plan through Pine Rest
5. Facility rental discount
6. Summer camp discounts

**How to apply:**

Send resume, cover letter and three references to [steve@camproger.org](mailto:steve@camproger.org)