



**Dane County Humane Society  
Volunteer Position Description**

- Job Title: **THRIFT STORE WEST ASSISTANT VOLUNTEER**
- Reports To: Thrift Store Coordinator and Thrift Store Supervisor
- Trained by: Trained Staff and Volunteers
- Location: 6904 Watts Rd. Madison WI, 53719
- Scope of Position: At the DCHS Thrift Store, new volunteers assist with pricing donations or assisting our customers with their purchases. We work with each volunteer to match you to a task that you will enjoy doing. If the first task we train you on isn't resonating with you, we can always try something different.
- If you are interested in pricing donations, you will start by learning a single category like kitchen or clothing. Once you master a category we give you the option to learn new categories such as pet supplies, toys, décor etc.
  - Are you more of a people person or have valuable retail experience? You may prefer to work on our sales floor welcoming customers, checking out their purchases and providing service that makes them repeat shoppers.

Duties and Responsibilities:

- Assist donors with incoming donations
- Price donations
- Greet and assist customers, answer phone and operate cash register
- Stock merchandise, set up product displays
- Pull out-of-date merchandise
- Complete cleaning tasks
- Assist with cat care

Benefits of Volunteering:

- Volunteers see donations as they come in and are able to purchase any treasures they find during their shift.
- Volunteers contribute immensely to the success of our store, so you can feel good knowing that the time you donate supports animals in Dane County and beyond.
- Your volunteer time is needed, valued and appreciated. As our store grows we need more and more help to assist shoppers and keep our shelves full.
- We often have a cat available for adoption at the store so you will get some animal interaction time.
- Our team is fun and friendly! It's a great place to spend some of your time and make new friends.

Requirements:

- Minimum age 13 years to volunteer solo; minimum age to volunteer as a youth/adult volunteer team is 10 years
- Reliable attendance and ability to work independently required
- Ability to read, write, spell and communicate effectively
- Have the ability to understand, remember and follow instructions and procedures; and the ability to ask questions when appropriate
- Friendly and positive attitude
- Ability to squat, bend, twist, lift or stand for up to three hours

Schedule, Training and Commitment:

- Training is hands on during your assigned shift
- Receive immediate feedback on how to increase sales that benefit DCHS
- Shifts available:
  - Tuesday thru Saturday: 10am-1pm, 1-4pm and 4-7pm
  - Sunday and Monday: 10am-1pm, 1-3pm and 3-5pm
- Consistent attendance required. There are procedures in place if you need time off due to illness, vacation, work or other causes. Our expectation is that you will make up any missed time.
- Commitment of a two or three-hour shift worked per week for a minimum of six months.