

Volunteer Roles

Sorting: Accept donations and sort them into the designated bins.

Inventory: Hang the clothing from the bins and record the number of items in Shopify.

Greeting: Check clients in at the door, review appointment schedule and clothing gift card to ensure they can shop.

Check In/Out: Check out the clients and bag their clothes.



Accepting Donations

1. Assist donors with bags and put in the large black gaylord bins
2. Record the donor information and the number of bags donated on the tablet
3. Offer receipt

Inspecting and Sorting Clothing

1. Take items from the large bin and inspect them. Network does not keep items that are:
 - Stained
 - Torn
 - Odorous
 - Used socks or underwear
 - Any item other than clothing, shoes, hats, purses, ties, jewelry
 - We can launder acceptable clothing as needed
2. If the clothing is unacceptable for one of the above reasons, place it in the BLUE bins.
3. If the clothing is acceptable, place it in the GRAY bins along the wall. Put each item in the gray bin according to what type of clothing it is. These bins will be clearly labeled as to which pieces of clothing go in which GRAY bins.
4. Other non-accepted items can be placed in the large donation bin in the laundry room
5. We do not keep hangers or bags
6. Shoes are strapped together with a rubber band and placed in the designated bin
7. Set aside any jewelry



Hanging and Inventory

1. Use the designated hangers to hang up clothing from the gray bins. Sort the clothing into the proper sizes and types of clothing on a rolling rack.
2. Once you have filled the rack you then write the inventory number on the inventory sheet.

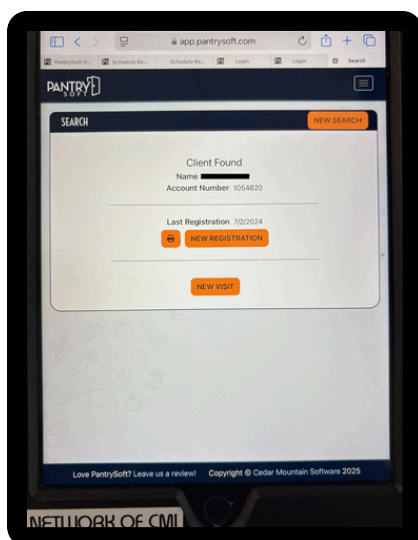
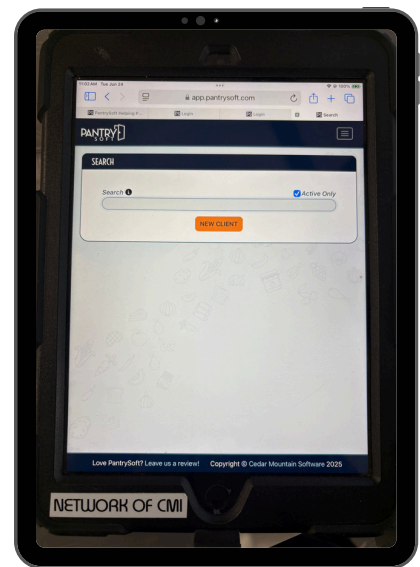
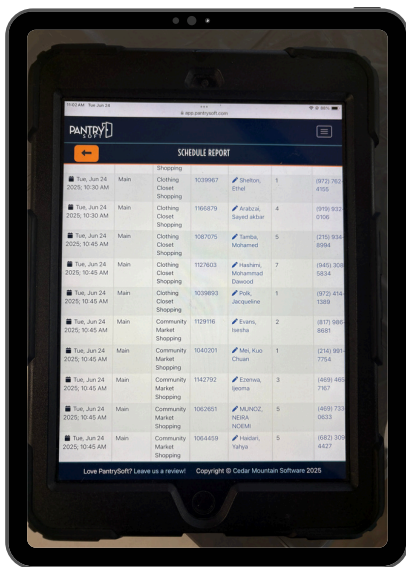


Stocking Clothing

1. Roll out the inventoried rack and hang the clothing up in the designated sections.
2. The Children's section is separated into boys' and girls' clothing.
3. Shoes are put on the shoe racks. Belts are hung on a rack near the doors, along with purses and neckties.
4. There are separate racks for seasonal clothing items.
5. Volunteers should also clean up dropped items, empty hangers, rehang items discarded at check-out, return empty hangers to the donation processing room and general tidiness of the clothing closet

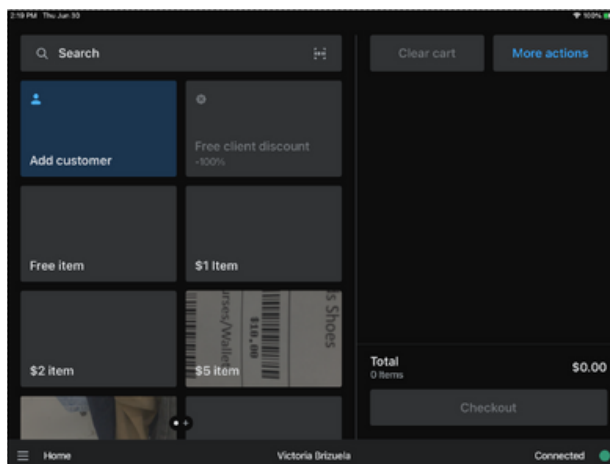
Greeting Neighbors

1. When a guest arrives, welcome them and ask for their Network card.
2. Use the first iPad to check if they have an appointment for that day. You'll find the list format in the images on the following page.
3. Use the second iPad to enter their ID number (found at the top of their Network card — don't type the "H" when entering it).
4. If the guest has a valid appointment for that day and arrives within 15 minutes of their scheduled time, enter their ID number into the second iPad and select "New Visit."
5. Repeat this process for each guest as they arrive.

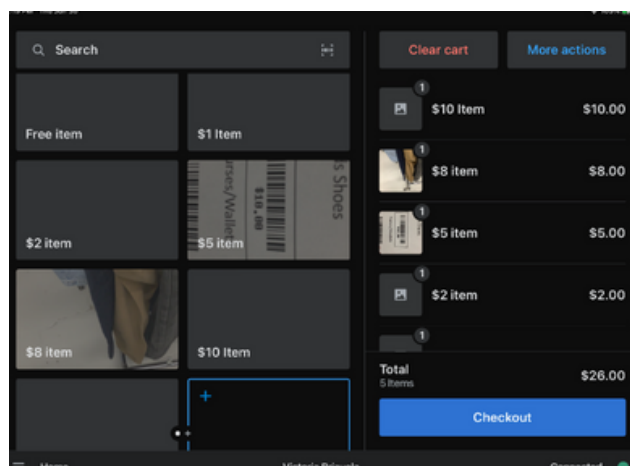
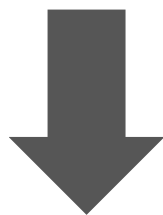


Checking Out Neighbors

1. When a customer comes up to check out, ask them for their Network card
2. Click add customer on the register iPad via Pantrysoft
3. Enter their Household ID number into the search bar, and click on their name when you find them (Type in their ID number without the H)
4. Take the clothing off the hangers and tap the corresponding price for each item
5. Subtract the total from the amount that the customer has left on their card
6. Write down how much the customer has left on their card (Just a reminder to write on the proper side of the card—one side is for food, and the other is for clothing!)
7. Click the 100% discount at the top of page
8. Press checkout
9. Press done
10. If it is their second visit, put \$0 as the remaining balance (Regardless of remaining balance)
11. There are limits on some items. Please review the posted signs for these limits on the next page. If someone is attempting to buy something over the limits, let them know what they can have, and they will typically pick which of the limited items they want.



(Add Customer)



(Put Price of Each Item)