

## **Volunteering Frequently Asked Questions**

- 1. Why do I have to call ahead before volunteering?**  
**Calling ahead is a courtesy to the staff, who plans ahead for the volunteer tasks. In addition, we have limited space. We want you to have a positive volunteer experience and do not want to turn anyone away.**
  
- 2. Scheduling in-shop volunteer hours.**  
**All volunteers are asked to call and reschedule if they are unable to attend at their scheduled time. The number to call is 942-6565. Please ask to speak to the Volunteer Coordinator Emily Gordon or the Operations Manager Valecia Jones, both are employees and have voicemail.**
  
- 3. Can Elementary school children volunteer in the stores?**  
**No, but they can earn hours outside of the store by being in fashion shows, holiday parades, school toy sales, yard work, etc.**
  
- 4. Can Middle school children volunteer in the stores?**  
**Yes, they may volunteer two hours with an adult. Up to three middle school children may work when accompanied by one adult. Both the adult and the student may earn hours for the student.**
  
- 5. What do I wear?**  
**If you are working in the store or donation center please remember that we have a dress code. This is a simple code and was instituted for your safety and comfort.**  
  

<b>Everyone:</b>	<b>Please dress comfortable and casually. Shoes and shirt must be worn. No flip-flops</b>
<b>Ladies:</b>	<b>No short shorts, spaghetti straps, or high-heels.</b>
<b>Men and boys:</b>	<b>You may be asked to assist us with some lifting and stacking. Please feel free to wear older clothing that might become stained.</b>
  
- 6. What do I do when I come in?**  
**If you volunteer at an evening sort there will be a staff member assigned to help you find tasks. During the day ask the store's lead clerk for tasks.**

If you are working in Carrboro, sign your first name on the big white board and the time you arrived. Please make a nametag; the Lead Clerk or Volunteer Coordinator will then assign you to a task. If you happen to bring a purse or a cell phone with you, please secure them in your car or wear them. In a retail environment it is very difficult to secure personal items and we can't be responsible for them.

**7. Duties for In-Store Volunteers.**

Here are some things that you can do to help the PTA Thrift Store:

Always ask the lead clerk, cashier or volunteer coordinator where you are most needed to work. Then try to do something of the following:

- Clean main sales floor by picking up things on the floor, taking extra hangers to the back, and checking dressing rooms.
- It is very important to clean out all dressing rooms.
- Straighten and fold linen.
- Straighten housewares and make sure that there is nothing that people can trip over.
- Straighten shoe area.
- Straighten and sort pictures (by frame size)
- Go to clothing room and hang clothes that are ready to be put on racks.
- Take clothing already on hangers, on Z racks, and put on sales floor.
- All shirts and blouses should have at least one button buttoned and all hangers should face the same way. Front of items should face to the left.
- All pants and shorts should have hangers facing the same way.
- Ask any store employee for sorted and priced housewares to be placed on display.

**8. Pricing**

Please refer all pricing questions to the Lead Clerk or other staff.

**9. Volunteer shopping**

Volunteers and employees can shop before or after their work session. No shopping or holding of items is allowed while working. Volunteers must sign out in their school's book before shopping. No shopping is allowed when the shops are closed for business ex: work session. Since no cash can be accepted after stores are closed, we encourage you to come back the next day.

**10. Do I get a break when I am working?**

Yes, you may. The staff lounge has water and a microwave. There are restrooms at all locations.

**11. What do I do when I'm finished volunteering?**

**When you have finished, please record your time in your school's volunteer book that is kept in the office. The books are permanent records and the way that your school representative tracks volunteer hours. The Thrift Store is not responsible for crediting your class for the hours worked. That is your job, along with your school rep and the data committee. If you forget to sign out, please come back and sign out as soon as possible. Original pages are collected monthly and given to the Volunteer Coordinator. They are kept in each school's book in the volunteer office. They may be photocopied but never removed. The Data Committee makes photocopies at the end of each month and sends them to each school's data entry volunteer. If the pages have been already removed from your school's book you may sign in the pages that are currently in the book.**

**12. I have two children in the school system; may I split my hours between them?**

**Yes, just list each child and their teacher separately in your school's book.**

**Loading Dock Volunteers Duties**

**On-Site**

- ◆ Furniture organization - keep furniture room clean and organized
- ◆ Empty trash as needed.
- ◆ Load "Grice" - help staff and volunteers.
- ◆ Move boxes (Holiday, off-season, storage, etc.)
- ◆ Sweep-Keep grounds and lot clean.
- ◆ Pick up trash.

**Scrap Metal Includes:**

- ◆ All metal items
- ◆ Metal Desks
- ◆ Metal Exercise equipment
- ◆ Metal Frames

**Bulk Items Includes:**

- ◆ Sofas
- ◆ Chairs
- ◆ Wood Items
- ◆ Tables
- ◆ Bedding

**Items that may go into Dumpster:**

- ◆ Small broken items

- ◆ All plastic items
- ◆ Small broken particle board items
- ◆ Strollers
- ◆ Car Seats
- ◆ Suitcases
- ◆ All other small pieces of trash.

**Discarded Items:**

It is not our policy to let anyone simply take discarded items home with them. If you see a discarded item that would benefit you, please ask permission from the Operations Manager, Valecia Jones or the Lead Clerk where you are working, to get their approval.

Due to potential heavy lifting, male volunteers may be asked to ride with the truck driver if we are short staffed. They may not drive the truck but may assist the driver with the following:

- ◆ Scheduled pick-ups.
- ◆ Dump runs - take discards to landfill.
- ◆ Grice Pick-Ups - Load trucks from processing. Center and deliver to Carrboro store storage trailer.
- ◆ Pick up and delivery of merchandise to stores.