

Fort Moore Spouses Club (FMSC) Thrift Store Volunteer Handbook

WELCOME

Dear Thrift Store Volunteer,

On behalf of the FMSC Thrift Store and the Fort Moore Spouses Club, welcome and thank you for joining our volunteer team. Your experiences, knowledge, and enthusiasm will help the Thrift Store grow and provide you with a positive experience at the same time. You will have the opportunity to engage with people from around the country and work with some of the greatest people we know - our military community and their families.

This handbook was created to give you pertinent information that will maximize your volunteer experience. Please take the time to read through it and refer back as questions arise. The orientation program also provides valuable information and will offer an opportunity to ask questions and meet other Volunteers.

We want your experience as a Volunteer to be positive and we welcome your ideas and suggestions. Thank you for your willingness to volunteer and once again, welcome to the FMSC Thrift Store!

Sincerely,

Thrift Store Assistant Manager

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About this Handbook

Your willingness to volunteer with the Community Spouses' Club Thrift Store is the first step towards a great experience within a thriving retail operation surrounded by a dedicated, amazing military community.

We offer a variety of opportunities to serve within the Thrift Store. The following pages describe the benefits to our volunteers, plus policies and procedures that provide a framework for the services we deliver.

Each volunteer job has a Position Description that describes the typical duties of that position. Being a small organization, duties may overlap and you may find yourself doing many different tasks for the Thrift Store. You will learn a great deal about a thrift store retail environment during your time as a volunteer here.

We want to ensure that you are comfortable in whatever task it is that you are doing. If at any time you have questions about something or do not feel like you are ready to take on anything we ask, please let us know. We appreciate your willingness to take on new tasks.

Please take the time to read this handbook carefully. Then, keep it as a reference source to use when you have questions or concerns. Updates to the Handbook are made periodically and will be passed along to you for review and signature.

To find out more about the Thrift Store, visit our Facebook page at:
<https://www.facebook.com/FortBenningCSCThriftShop>

To learn more about the Community Spouses' Club of Fort Moore, GA visit our website at:
<https://www.fortbenningcsc.org/>

Before starting work at the Thrift Store all volunteers are asked to:

1. Review the Volunteer Job Descriptions together with the Volunteer Handbook and complete the Thrift Store Volunteer Agreement.
2. Meet with the Thrift Store Assistant Manager.
3. Participate in group or individual training activities.

We wish you a rewarding experience as a FMSC Thrift Store Volunteer and thank you for donating the gift of time! The backbone of the store operation is the dedication of our volunteer team. We could not run the store without your service and we truly appreciate your support.

Thrift Store History and Organization

The FMSC Thrift Store is owned and operated by the Community Spouses' Club of Fort Moore, GA (FMSC). It has been in operation for well over 15 years.

The FMSC is recognized under Section 501c(3) of the Internal Revenue Code, governed by a Board of Directors with day to day operations managed by the Thrift Store Manager. The Thrift Store Manager manages a small support staff as well as the Thrift Store volunteer team.

Mission Statement

The FMSC Thrift Store supports the Fort Moore community by selling serviceable goods to generate funds for the FMSC's community giving and scholarship programs.

Purpose

1. Promotes volunteerism through a primarily volunteer workforce.
2. Serves as the main fundraiser for the FMSC's community giving and scholarship program.
3. Provides a source for community members to purchase used goods at a bargain price.

Customers and Shopping Hours

The Thrift Store is open to the public for shopping. Our volunteer team is needed when the store is open as well as on designated work days that may occur during busy times. Store hours are posted on our Facebook page and are subject to change to meet the needs of the organization. We close the week of July 4th, Thanksgiving Day, and the last 2 weeks in December.

Frequently Asked Questions

1. *Why should I volunteer at the Thrift Store?*

There are many reasons people want to volunteer at the Thrift Store and each individual has their own personal reasons for being here. We hope you want to be here because you have a keen interest in learning a new skill, making friends and want to support the Fort Moore community.

2. *How much will I have to work?*

As much as you are willing.

3. *How many employees work for the Thrift Store?*

Currently the Store employs a Manager, Assistant Manager, Bookkeeper and 2 cashiers. This group is responsible for running the day-to-day operations.

4. *Do I have to have a background check?*

No, a background check is not required.

5. *Will I be paid for my time or expenses while at the Thrift Store?*

Volunteers are valued for what they give of themselves and even though we value your time, we currently do not have the funding to pay for it.

6. *Are there any rewards for volunteering?*

Most rewards for volunteering are personal. However, it is important to us to provide you with some tangible recognition. We ask that you record all of your volunteer hours on the volunteer time log. Our team keeps an accurate accounting of the time spent to run the store. We regularly recognize volunteer contributions, and upon your resignation, retirement or transfer, can provide you with a Volunteer Service Record. We also offer volunteer perks such as potluck lunches, birthday celebrations and discounts on purchases. More information is available within the Volunteer Benefits section.

7. *What should I do if I feel I am not being utilized as much as I could be? We ask that you discuss opportunities directly with the Thrift Store Manager.*

8. *What is the minimum age? We welcome those 12 years of age and older.*

Policies

Dispute Resolution

Issues or disputes with employees or other volunteers will be resolved as follows:

1. The individual should first address the other person professionally and respectfully.
2. If a resolution is not found, notify the Thrift Store Assistant Manager.
3. If the parties involved are still not satisfied, they may contact the FMSC President.
president@fortbenningcsc.org

Harassment Free Environment Policy

The FMSC Thrift Store is committed to providing a harassment/discrimination free work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal opportunity and prohibits discriminatory practices, including harassment. It is the policy of the FMSC Thrift Store that harassment based on race, color, religion, age, gender, sexual orientation, national origin, marital status, disability, veteran status or any other basis is strictly prohibited. Any harassment, whether verbal or physical, is unacceptable and will not be tolerated. If you feel you may have been the subject of discrimination or harassment, you should contact the Thrift Store Manager. Any reports of discrimination or harassment will be examined impartially and resolved promptly. The Thrift Store takes its responsibility to prevent workplace harassment seriously. To achieve this goal, the Store reminds all new volunteers of this policy, and requires that Volunteers sign the acknowledgement form stating that they have read and understood the Volunteer Handbook.

Safety

Providing a clean, safe and healthful work environment is a goal of the Thrift Store. No job is considered so important or urgent that volunteers cannot take time to perform their job safely. During your job site orientation, we will discuss all the applicable safety and health rules with you. If you are unclear about any safety policies and procedures, please ask. As a volunteer, you have a responsibility for your own safety and health. This includes using all required safety devices. You must also notify your supervisor of any physical conditions such as drowsiness due to medication, illness or emotional strain, which may affect your performance and safety. You are expected to immediately report all work-related accidents, injuries, illnesses and near misses to the Thrift Store Manager. You are required to provide an emergency contact prior to joining the Volunteer Team.

Drug Free Workplace

The Thrift Store is dedicated to a safe, healthy and drug-free work environment. All Volunteers are expected to report to work free from drug and/or alcohol impairment and to remain at work in a condition that enables them to perform their job duties in a safe, efficient, legal and professional manner. The Thrift Store encourages Volunteers who may have an alcohol and/or drug problem to voluntarily seek evaluation and treatment that will lead to successful rehabilitation. Volunteers must abide by the provisions of this policy as a condition of Volunteer service.

Violence-Free Work Environment Policy

The Thrift Store is committed to our Volunteers' safety and health. This policy has been developed to help ensure a safe workplace and to reduce the risk of violence. The Thrift Store does not tolerate any type of act or threat of violence committed by or against a volunteer and

therefore prohibits workplace violence and the possession of weapons by volunteers on the job and at the worksite. In order to ensure a safe working environment, the Thrift Store prohibits all persons from carrying a handgun, firearm, or weapon of any kind on the premises regardless of whether the person is licensed to carry the weapon or not. This policy applies to all volunteers, clients, customers and visitors. All volunteers are also prohibited from carrying or using a weapon while in the course and scope of performing their job, whether they are on our property at the time or not. The only exceptions to this policy are police officers, private security guards, or military personnel employed by the federal or state government, who are engaged in official duties while at the Thrift Store. If you feel threatened, you should retreat and request intervention from the Thrift Store Manager or another available staff member. If fear of violence is imminent, immediately retreat and contact 911.

Commitment to Diversity

The Thrift Store is committed to being a diverse organization. It seeks to recognize value and incorporate diversity in its services, policies and operations, service recipients, and paid and volunteer workforce. Diversity includes differences such as age, belief, citizenship, culture, economic level, ethnicity, gender, language, national origin, and philosophy of life, physical ability, physical appearance, race, religion, and sexual orientation.

Compensation

I agree that my services are being performed as a volunteer and that I am not, solely because of these services, an employee of the United States government or any instrumentality thereof and agree that I expect no present or future salary, wages or related benefits as payment for these services.

Code of Conduct

Introduction

In an effort to maintain the high standard of conduct expected and deserved by the public, the Thrift Store operates under the following Code of Conduct, applicable to all Volunteers.

No Volunteer shall:

1. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the Thrift Store.
2. Publicly utilize any Thrift Store and/or Fort Moore FMSC affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue in conformity with the official positions of the Thrift Store.
3. Operate or act in any manner that is contrary to the best interests of the Thrift

Store.

4. Manage, supervise, instruct, or direct anyone, including other Volunteers. Volunteers may train new Volunteers on specific tasks at the direction of the Thrift Store Manager (or their delegate).
5. Process sales transactions/handle money.

All Volunteers shall:

1. Review the Thrift Store Volunteer job descriptions together with the Volunteer Handbook, and complete and sign the Thrift Store Volunteer Agreement stating that they have read and understood the materials prior to their first shift.
2. Report to the Thrift Store Assistant Manager (or their delegate) at the start of their shift.
3. Only be in the store when the Thrift Store Assistant Manager (or their delegate) is present.
4. Sign in and out of the Volunteer Hour Log so that your hours are tracked and reportable. Volunteers are to ensure their logged hours are validated by an employee. Registering in the Volunteer Management Information System (VMIS - vmis.armyfamilywebportal.com) is encouraged.
5. Leave bags, purses, and all other personal items in designated areas.
6. Leave large bags in your vehicle.
7. Provide the Thrift Store Assistant Manager (or their delegate) with access to view the contents of purses and bags, when requested.
8. Make their own arrangements for childcare.

Performance

Volunteers are expected to comply with the policies, procedures, and standards of the Thrift Store as explained at the beginning of their assignment, at the volunteer orientation and in the Volunteer Handbook.

If there is dissatisfaction with a Volunteer's performance the Thrift Store will discuss the performance issue with the Volunteer in confidence. The Volunteer may be asked to permanently terminate their volunteer service if behaviors are not changed. Shopping privileges may also be terminated at the Thrift Store Manager's discretion.

At the Thrift Store Manager's discretion in consultation with the FMSC President, particularly serious infractions may result in immediate termination without prior warnings.

Volunteer Rights

As a Volunteer with the Thrift Store, you enjoy certain rights that are recognized by staff. All Volunteers should:

1. Have the opportunity to volunteer for a position and receive an orientation.
2. Be given assignments that utilize and develop your skills as outlined in the volunteer description.
3. Be provided with adequate information and training to carry out your assignments.
4. Be given clear and specific directions.
5. Receive recognition and appreciation for your contribution.
6. Have the opportunity to offer feedback and ask questions.
7. Expect regular feedback on your work.
8. Have adequate space, equipment and supplies to perform your job.
9. Have the right to know as much about the organization as possible.
10. Be respected in your workplace.

Volunteer Responsibilities

Volunteers expect, and enjoy, certain rights when they donate their time. Volunteers, however, also have specific responsibilities to the Thrift Store. As a Volunteer you are free to set your own work schedule. We ask that you be prepared to fulfill the commitments you make to the volunteer work schedule.

1. You must be dependable, reliable, and businesslike, and abide by the policies of the FMSC Thrift Store.
2. Dress appropriately for the setting and the task at hand.
3. Carry out duties in a safe, responsible way.
4. Keep track of the hours you work on the form provided.
5. You must be non-discriminatory in serving all people regardless of race, gender, age, religion, sexual orientation, or disability.
6. Work within the guidelines of your job description and accept supervision.
7. Offer feedback and suggestions.
8. You must represent the Thrift Store appropriately in the community.

Volunteer Benefits

We enjoy periodic pot luck lunches, regular birthday celebrations, and early holiday closings for employee/volunteer luncheons. The Community Spouses' Club recognizes volunteer efforts throughout the board year including an Annual Thrift Store Appreciation Event

We offer a comfortable breakroom, with bottled water, snacks, a refrigerator, and a microwave for your convenience.

Volunteers gain valuable work experience. Upon resignation, retirement or transfer, a Volunteer Service Record (DA4162) can be provided to you. In the case of a transfer, a copy may be

forwarded to the gaining organization on your behalf. Hours will also be certified in VMIS. On request, The Thrift Store Assistant Manager may provide a reference.

Volunteer Purchase Policy/Benefits

1. Volunteers may purchase items after pricing but before it is placed on the sales floor. If two or more people are interested in an item, we draw names to determine a winner.
2. The Thrift Store Manager or Assistant Manager must price any donated item purchased by a Volunteer.
3. Any item to be purchased by a Volunteer must be paid for before the cash register is closed that day. Otherwise, the item will be returned to their respective bin.
4. Other than the above listed exceptions, all customer procedures and policies apply to Volunteers.

Volunteer Positions

1. Customer Service
 - a. This position is a fun opportunity to interact with the Thrift Store's customers. The volunteer will help out wherever needed in the store including helping the cashier remove hangers and bag merchandise. This position may also include putting out newly priced merchandise, interacting with customers, and answering the phone. Interested Volunteers must possess previous thrift store experience, excellent customer service skills and basic computer skills.
 - b. Volunteers should be able to commit to 2-4 hours each Tuesday, Wednesday, Thursday and/or first Saturday of the month.
2. Donations
 - a. This is a great position for those looking to be a part of one of the most vital operations of the Thrift Store. Volunteers will sort donations and determine which are suitable for resale or disposal. Usable donations will need to be tagged, priced and placed in the appropriate store department for sale. Interested Volunteers should have good attention to detail and feel comfortable making decisions on suitable items and pricing.
 - b. Volunteers should be able to commit to 2-4 hours each Tuesday, Wednesday, Thursday and/or first Saturday of the month.
3. General Volunteer
 - a. This is a great opportunity for anyone who cannot commit routinely to certain hours each week. General Volunteers will rotate through the store to help out as needed. These tasks include (but are not limited to) stocking new inventory, bagging for cashiers, assisting customers, straightening clothing racks and store shelves, emptying donation bins, setting up sidewalk displays, or assisting as necessary.
 - b. Volunteers should be able to commit to 2-4 hours each Tuesday, Wednesday, Thursday and/or first Saturday of the month.

4. Occasional Volunteer

- a. This position is a combination of all of the previously stated positions. You will simply go where you are needed as directed by the Thrift Store Assistant Manager.
- b. Volunteers come in whenever they can.

5. Floater

- a. Floaters are volunteers who rotate through the store helping out as needed whether answering the phone, putting new inventory in its proper place, bagging for the cashiers, assisting customers, straightening clothing racks and store shelves, or assisting as necessary in the above jobs.
- b. Floaters are always needed and this position is perfect for a volunteer who has a short amount of time to volunteer.