

Community Spouses' Club of Fort Benning - Thrift Shop Volunteer Handbook

WELCOME

Dear Thrift Shop Volunteer,

On behalf of the CSC Thrift Shop and the Community Spouses' Club of Fort Benning, welcome and thank you for joining our volunteer team. Your experiences, knowledge, and enthusiasm will help the Thrift Shop 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 CSC Thrift Shop!

Sincerely,

Pamela Kidd

Thrift Shop Manager

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About this Handbook

Your willingness to volunteer with the Community Spouses Club Thrift Shop 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 Shop. 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 Shop. You will learn a great deal about a thrift shop 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.

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

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

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

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

We wish you a rewarding experience as a CSC Thrift Shop 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 CSC Thrift Shop is owned and operated by the Community Spouses' Club of Fort Benning, GA (CSC). It has been in operation for well over 12 years.

The CSC 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 Shop Manager. The Thrift Shop Manager manages a small support staff as well as the Thrift Shop volunteer team.

Mission Statement

The CSC Thrift Shop supports the Fort Benning community by selling serviceable goods to generate funds for the CSC's community giving and scholarship programs.

Purpose

- A. The CSC Thrift Shop provides a venue for military and GS employee ID (active and retired) card holders an opportunity to sell gently use items.
- B. Promotes volunteerism through a primarily volunteer workforce.
- C. Serves as the main fundraiser for the CSC's community giving and scholarship program.
- D. Provides a source for community members to purchase used goods at a bargain price.

Customers and Shopping Hours

The Thrift Shop is open to the public for shopping. Our volunteer team is needed when the store is open for sales. 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 as well as the week of Thanksgiving. We also close the last 2 weeks in December.

Frequently Asked Questions

1. Why should I volunteer at the Thrift Shop?
There are many reasons people want to volunteer at the Thrift Shop 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 Benning community.
2. How much will I have to work?
We would like Volunteers to sign up for specific positions so that we can establish a schedule. See Position Descriptions for more details including time commitments.
3. How many employees work for the Thrift Shop?
Currently the Shop employs a Manager, Bookkeeper and 2 cashiers. This group is responsible to run 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 Shop?

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 shop. 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, quarterly birthday celebrations, higher consignment rates, and no consignment withdrawal fees. 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 Shop 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 Shop Manager.
3. If the parties involved are still not satisfied, they may contact the CSC President.

Harassment Free Environment Policy

The CSC Thrift Shop 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 CSC Thrift Shop 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 Shop Manager. Any reports of discrimination or harassment will be examined impartially and resolved promptly. The Thrift Shop takes its responsibility to prevent workplace harassment seriously. To achieve this goal, the Shop reminds all new volunteers of this policy, and requires that Volunteers sign the acknowledgment 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 Shop. 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 Shop Manager. You are required to provide an emergency contact prior to joining the Volunteer Team.

Drug Free Workplace

The Thrift Shop 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 Shop 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 Shop 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 Shop 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 Shop 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 federal or state government, who are engaged in official duties while at the Thrift Shop. If you feel threatened, you should retreat and request intervention from the Thrift Shop Manager or another available staff member. If fear of violence is imminent, immediately retreat and contact 911.

Commitment to Diversity

The Thrift Shop 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 Shop 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 Shop.
2. Publicly utilize any Thrift Shop and/or Fort Benning CSC 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 Shop.
3. Operate or act in any manner that is contrary to the best interests of the Thrift Shop.
4. Manage, supervise, instruct, or direct anyone, including other Volunteers. Volunteers may train new Volunteers on specific tasks at the direction of the Thrift Shop Manager (or her delegate).
5. Process sales transactions/handle money.

All Volunteers shall:

1. Review the Thrift Shop Volunteer job descriptions together with the Volunteer Handbook, and complete and sign the Thrift Shop Volunteer Agreement stating that they have read and understood the materials prior to their first shift.
2. Report to the Thrift Shop Manager (or her delegate) at the start of their shift.
3. Only be in the store when the Thrift Shop Manager (or her 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.
5. Leave bags, purses, and all other personal items in designated areas.
6. Leave large bags and leftover consignments in your vehicle.
7. Provide the Thrift Shop Manager (or her 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 Shop 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 Shop 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. Consigning and/or shopping privileges may also be terminated at the Thrift Shop Manager's discretion.

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

Volunteer Rights

As a Volunteer with the Thrift Shop 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 Shop. 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 CSC Thrift Shop.

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. Be prepared for any regularly scheduled meetings.
9. You must represent the Thrift Shop 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.

We offer a comfortable breakroom, with bottled water, 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. On request, The Thrift Shop Manager may provide a verbal 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. To avoid awkwardness for customers, items may not be spoken for while the consignor remains at the consignment counter.
3. The Thrift Shop Manager (or her delegate) must price any donated item purchased by a Volunteer.
4. 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 the sales floor.
5. Other than the above listed exceptions, all customer procedures and policies apply to Volunteers.

Volunteer Consignment Policy/Benefits

1. Volunteers' consignment items may not be entered in to the system when the store is open for consignments.
2. Personal consignments will not occur during volunteer hours. Managing your items is prohibited during your counted volunteer hours.
3. Volunteers must have a consignment contract on file to have a consignment account.
4. We appreciate our Volunteers and are pleased to offer the following benefits to Volunteers that within a 90 day period have accumulated at least 16 hours of volunteer service each and every month:
 - a. Volunteers do not pay withdrawal fees for consigned items.
 - b. Volunteers may also consign 10 additional items beyond the normal consignment allocation.
 - c. Receive an 80% commission on their consignments, 10% greater than the normal consignor rate.
5. Other than the above listed exceptions, all consignment procedures and policies apply to Volunteers.
6. Where a Volunteer becomes ineligible to receive the above benefits (e.g. minimum hours requirement not met), the Thrift Shop Manager will provide written notice to the Volunteer that Volunteer Consignment benefits will be revoked within 15 days. The individual will have the option of executing a standard Consignment Agreement, or alternatively, must remove all consignment items from the store.