



**Position:** StyleXchange Program Assistant – Full-Time

**Exempt/Non-Exempt:** Non-Exempt

**Hours/Week:** 40

**Annual Salary Range:** \$18.25 - \$19.17 per hour

**Reports To:** StyleXchange Manager

**About Valley Outreach:**

Everybody needs help sometimes. Valley Outreach offers people a wide range of support – whether they need food, clothing or help navigating resources during challenging times. Our programs include a food shelf, clothing program and client support services. Our volunteers, donors and partners are critical to the success of the mission of Valley Outreach. When we work together, we can help our neighbors find a place of stability.

**Position Summary:** The person in this role will support the Valley Outreach clothing program, StyleXchange. This person will play an important role in store operations during client hours as well as our emerging community thrift store program.

Valley Outreach offers a competitive benefits package which includes Medical/Dental/Vision insurance as well as Short Term Disability, a Simple IRA, a Flexible Spending Account and an Employee Assistance Program.

**Essential Duties & Responsibilities:**

**StyleXchange Support**

- Support inventory management including receiving, organizing and sorting clothing as well as overseeing and assisting in developing inventory processes.
- Work in StyleXchange storefront including enrolling clients, checking clients in and out, organizing and merchandising inventory, and keeping the store tidy.
- Data entry of client enrollments, visits, and other clothing program stats.
- Assist clients by explaining program offerings, answering questions, providing thoughtful customer service, and ensuring a positive experience for all.
- Support development and execution of retail/thrift model including assisting with marketing tactics, merchandizing, special events and other promotions.

**StyleXchange Volunteer Oversight**

- Work alongside, train and lead volunteers.
- Assist with training development and deployment.
- Lead volunteer groups.
- Support volunteer communication through collaboration with Program Managers.

**In-Kind Donation Support**

- In collaboration with the Warehouse Coordinator and Program Managers, support warehouse operations to accept and process in-kind donations.

- Support donor communications.
- Train and lead volunteers who intersect with donors.

**Other program work**

- As needed, support other areas of program during client service hours
- Attend program, staff or other team meetings

**Expectations and Work Experience:**

- 1-3 years of experience working in a retail setting.
- Ability to work in a fast-paced environment, shifting gears quickly, easily, and thoughtfully.
- Commitment to racial equity and social justice and willingness to be actively engaged in ongoing equity work.
- Strong understanding of working with individuals of differing ages, races, and socio-economic backgrounds.
- Ability to be flexible and to collaborate effectively, building strong, productive relationships as part of a team.
- High level of personal and professional integrity, including ability to protect and maintain confidentiality.
- Ability to work a flexible schedule that will include some evening hours and eventually some weekend hours.
- Bilingual candidates who are fluent in Spanish and/or Karen are encouraged to apply.

**Physical Requirements:**

- Ability to safely and successfully perform the essential job functions consistent with the ADA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance.
- Physical ability to load and unload boxes and bags on a daily basis, lifting up to 50 pounds regularly and remain standing for long periods of time.

**To apply for this position:**

- Forward your resume and cover letter to [jobs@valleyoutreachmn.org](mailto:jobs@valleyoutreachmn.org) and place StyleXchange Assistant in the subject line.
- The process will include:
  - Review of information from all interested parties. Be sure to give us your phone number and email so we are able to contact you.
  - A phone screening conversation will be set up with those candidates who most closely meet the requirements of the position.
  - Several candidates will be invited to an in-person conversation regarding the position.
  - If needed, a second in-person conversation will be scheduled.