

White Rock South Surrey Hospice THRIFT Store
 Unit 2A – 15562 – 24th Avenue
 Surrey, BC V4A 2J5
 Phone: 604 538-7600 Email: whospice@telus.net
 www.whiterockhospice.org



VOLUNTEER APPLICATION

Date: _____

Name _____

Street Address _____

City & Postal Code _____ **Phone** _____

E-Mail _____ **Birth date** _____

Present Occupation _____

Volunteer Experience

Organization	Position/Role/Responsibilities	Dates

Relevant Employment Experience

Company	Position/Role/Responsibilities	Dates

References (one work or volunteer related reference if possible)

Name	Relationship	Phone Number

Why are you interested in volunteering for the White Rock South Surrey Hospice Society? The Thrift Store?

Skills & Abilities: List any talents that you believe will be helpful in your preferred roles (see page two).

What are your best days to work? _____ Mornings or afternoons? _____

Note: We require a minimum of a one year commitment and prefer at least one four hour shift per week.

Are there any weeks of the year when are you typically unavailable? _____

How did you hear about the White Rock Hospice Society?

newspaper pamphlet friend other _____

 Signature of Applicant

 Print Name



We appreciate your interest in supporting the White Rock South Surrey Hospice Society through helping at the Thrift Store.

Please place a check mark (✓) beside two volunteer positions that interest you. We endeavour to place each volunteer in a position of his/her choice, however applicants' skills and abilities as well as current vacancies will also be considered.

All volunteer positions require the following in addition to specific skills for each position:

- Basic knowledge of White Rock South Surrey Hospice Society mission, programs, and services. (This can be learned in early stages of volunteering.)
- Good command of written and spoken English.
- Ability to work with the public; willingness to engage with customers and donors; compassionate conversation sometimes required.
- Ability to follow verbal and written directions.
- Ability to do light to moderate lifting.
- Willingness to do light house-keeping duties.
- Ability to adapt to changing procedures and circumstances.

Position & Skills	Specific Responsibilities by Position
<input type="checkbox"/> Cashier & Floor Sales Person <ul style="list-style-type: none"> • Strong interpersonal skills; likes working with people; outgoing • Sound knowledge of basic math • Comfortable handling, counting and reconciling money • Ability to multi-task • Ability to handle/transfer phone calls and take messages 	<ol style="list-style-type: none"> 1. Morning cashier, opening: counting cash float; tidying and sweeping Cash desk area; refilling bags and packaging paper; assisting with other store opening duties as listed below. 2. Engaging with all customers entering/leaving the store and engaging with and thanking those making purchases. 3. Answering questions about Hospice Society, the Thrift Store, donations and furniture acceptance. 4. Answering the phone, responding to inquiries, transferring calls and taking messages. 5. Using cash register to enter customers' purchases by department, applying discounts, tallying purchases, making change, counting cash. 6. Helping to keep the store neat, safe, organized and clean. 7. Closing cashier: Locking door; turning off lights; removing hangers, garbage and recycling to stockroom; removing higher end jewellery. 8. Closing cashier, "Cashing out": retrieving data from cash register using prescribed processes; balancing and reconciling cash for float and deposit; recording sales data; recording and assembling bank deposit with proper documentation; taking deposit to the bank when required.
<input type="checkbox"/> Cashier Assistant/Floor Sales & Stock Rotation. <ul style="list-style-type: none"> • Strong interpersonal skills; likes working with people, outgoing • Sound knowledge of basic math • Comfortable handling money • Able to follow verbal and written directions • Ability to multi-task 	<ol style="list-style-type: none"> 1. Assisting cashier when required by: wrapping and bagging purchases; performing price checks; helping customers to the car with purchases. 2. Removing hangers to stockroom. 3. Locating & restocking bags and packing paper. 4. Performing all cashier duties as above if/when required. 5. Performing all floor stock rotation/restocking duties as on page three when not required at cash. 6. Helping to keep the store neat, safe, organized and clean. 7. Performing or helping with special projects as assigned.



Position & Skills	Specific Responsibilities by Position
<input type="checkbox"/> Floor Sales and Stock Rotation <ul style="list-style-type: none"> • Strong interpersonal skills; likes work with people; outgoing • Able to follow verbal and written directions • Ability to multi-task 	<ol style="list-style-type: none"> 1. Morning team: helping to prepare store for opening as prescribed. 2. Greeting & engaging with customers; helping customers as required and making suggestions if appropriate. 3. Performing daily stock rotation tasks, general stocking and other duties described on Task List and special projects as assigned. 4. Assisting cashier when required by: wrapping and bagging purchases; performing price checks; helping customers to the car with purchases. 5. Removing hangers to stockroom. 6. Locating & restocking bags and packing paper. 7. Helping to keep the store neat, safe, organized and clean. 8. Assisting with special floor display projects as required. 9. Closing team: help to prepare store for closing and reopening.
<input type="checkbox"/> Receiver/Sorter <ul style="list-style-type: none"> • Strong interpersonal skills; likes working with people; outgoing • Able to follow verbal and written directions • Able to work independently and with a team 	<ol style="list-style-type: none"> 1. Morning shift: Putting sale items outside in front and in parking lot. 2. Learning/deciding if we are accepting donations and if there are, or need to be, any restrictions on what is being accepted. 3. Tactfully checking that donated items are on approved list. 4. Accepting donations and placing out of traffic areas. 5. Culling donations per store policy; placing unsuitable items in appropriate areas. 6. Preparing/cleaning donations for sale and placing in designated areas 7. Helping to keep the stock room, clean, safe and organized. 8. Last shift: performing cleaning, garbage and recycling duties and bringing in outside sales items. 9. Helping with special projects as assigned.
<input type="checkbox"/> Pricer/Receiver/Sorter <ul style="list-style-type: none"> • Strong interpersonal skills; likes working with people • Able to work independently and with a team • Ability to use discretion as to pricing and to make decisions resulting in consistent and appropriate pricing 	<ol style="list-style-type: none"> 1. Performing all duties of receiver/sorter as above and... 2. Pricing items using a price list as a guide, brainstorming with others researching on computer. 3. Checking for clues, labels, names, logos that would indicate an item is a collectible, boutique or otherwise more valuable item. 4. Helping with special projects as assigned.
<input type="checkbox"/> Special Project Volunteer <ul style="list-style-type: none"> • There are opportunities to work on special projects such as furniture pick-ups and deliveries, store improvements, repair and maintenance and cleaning. These projects are on an on-call basis and can be done in addition to a scheduled store position or on their own. Please inquire. 	

Please drop off your application to the store during hours of operation or email application to: whospice@telus.net.