



Volunteer Sales Associate

Ten Thousand Village's Mission: Our mission is to provide vital, fair wage income for people in the developing world by marketing their handicrafts and telling their stories. The dedication of our volunteer corps is key to our success in offering excellent customer service and in creating economic opportunities for artisans worldwide.

Job Description: Volunteer sales associates work with staff to help customers feel welcome, enjoy their shopping experience, and make informed purchases.

Job Qualifications: Sales associates should practice good communication and interpersonal skills, including active listening skills and an ability to work well with others. Sales associates understand and agree with the mission of Ten Thousand Villages.

Job Expectations:

- Commit to working in the store or at an off-site sale **a minimum of two 4-hour shifts per month** (or 8 hours/month). We ask for a one-year commitment.
- Attend an 8-10 hour initial **orientation**
- Attend **workshops as available**
- **Know the mission** of Ten Thousand Villages and be able to share this with customers
- **Comply with the Sales & Service Standards** and other policies outlined in the Volunteer Policy Book

Job Tasks:

- Greet customers and welcome them into the store
- Explain the concept of fair trade; share artisan stories and the mission of TTVE
- Help customers select merchandise
- Use the cash register to complete sales transactions
- Unpack, price and restock incoming shipments of merchandise
- Access the Village Elder and Ten Thousand Villages catalog via the store's computers and sharing info as necessary with customers
- Seek information to stay updated on product knowledge and artisan stories
- Assist with setting up or adjusting merchandise displays
- Perform light housekeeping tasks: watering plants, dusting, straightening merchandise, store supplies, making coffee, helping with special events, etc.