



## **Welcome to Ten Thousand Villages!**

### **Information for prospective volunteers**

We are pleased that you are considering an association with Ten Thousand Villages, Goshen. One of the most important qualifications is enthusiasm for our mission and an understanding of our program. The rewards for this job come from treating our neighbors around the world in a just manner and helping to equalize (in a small but significant way) the distribution of wealth in our world. We also feel that one of the rewards is working together with a team of staff and volunteers who are all committed to this mission.

### **The mission of Ten Thousand Villages**

Ten Thousand Villages sees the production and marketing of crafts as one good way to meet human need and address unjust living conditions around the world. Our primary concerns are the economic welfare of craftspeople and the promotion of human dignity. Our mission statement:

**To create opportunities for artisans in developing countries to earn income by bringing their products and stories to our markets through long-term fair trading relationships.**

Ten Thousand Villages is a nonprofit program of Mennonite Central Committee, the service, relief and development agency of the Mennonite and Brethren in Christ churches of North America. MCC is a nonprofit charitable organization based in Akron, Pennsylvania. Ten Thousand Villages has been working with people around the world since 1946.

Ten Thousand Villages is part of the fair trade movement. Fair trade is not a hand out, but a hand up. It's a partnership based on dialogue, mutual understanding and respect. Our artisan partners work hard to earn a living. Fair trade, as practiced at Ten Thousand Villages, is simply the vehicle that enables them to earn the money their products are worth. Fair trade improves artisan quality of life. The main advantages fair trade brings to artisans are a fair price, cash advances and prompt final payments, design assistance, and long-term relationships.

Ten Thousand Villages is a founding member of International Federation for Alternative Trade (IFAT) now called the World Fair Trade Association (WFTO), a coalition of handicraft and agricultural producer organizations and Alternative Trade Organizations from both the northern and southern hemispheres.

## How Ten Thousand Villages operates

Ten Thousand Villages operates as a business with a compassionate mission by maintaining integrity in our actions and relationships. We market quality products from diverse cultures around the world made by people that we know and care enough about to do business with in a manner that together we consider fair.

- › We honor the value of seeking to bring justice and hope to the poor.
- › We trade with artisan groups who pay fair wages and demonstrate concern for their members' welfare.
- › We provide consistent purchases, cash advances and prompt final payments to artisans.
- › We increase market share in North America for fairly traded handicrafts.
- › We market quality products that are crafted by underemployed artisans.
- › We build sustainable operations using a variety of sales channels, including a network of stores with a common identity.
- › We choose handicrafts that reflect and reinforce rich cultural traditions, that are environmentally sensitive, and which appeal to the North American consumer.
- › We encourage North American customers to learn about fair trade and to appreciate artisans' cultural heritage and life circumstances with joy and respect.
- › We use resources carefully and value volunteers who work in our North American operations.

### **“How are prices set?”**

The price for every item starts with a fair wage for the craftsperson, based on the craftsperson's local economy. *Ten Thousand Villages always pays a fair wage.* Frequently this is higher than the craftsperson would get in the local market or from a commercial, for-profit buyer (if there is one). Because we become partners with our artisans, they can depend on consistent orders, design assistance and other benefits that make for a mutually beneficial relationship.

Ten Thousand Villages adds the shipping and import costs for getting the item to the U.S., plus a modest percentage to cover our retail costs (rent, utilities, advertising, etc.).

### **“How does the money get back to the craftsperson?”**

Actually, the money for a particular item doesn't really “get back,” because the artisan has already been paid for it. Producers usually get 50 percent payment when Ten Thousand Villages places an order and the other 50 percent when the order is completed and ready to leave the country. Purchases of items in the store provide funds for placing the next order.

### **“Doesn't this system build dependency on the program?”**

No. Ten Thousand Villages rarely buys enough from an artisan group to provide full-time work. Artisans are encouraged to sell locally and to develop other markets. Often, they start by selling some locally and some to Ten Thousand Villages and other fair trade organizations. Some groups eventually reach the point that they can make a decent living without Ten Thousand Villages. When this happens we consider it a great success!

### **“How is the Goshen Ten Thousand Villages organized?”**

The store operates under the supervision of a not for profit board. The organization has 501(c)(3) status. The Governing Board bears the ultimate responsibility for the well-being of the organization. They are responsible for setting policy and direction and maintaining the vision of the store. The Governing Board hires the manager, assistant manager and the education coordinator to carry out the policy and direction for operating the store. They delegate considerable authority and responsibility to the staff, which is solely responsible for day-to-day operation of the store. Staff attend the Governing Board meetings to facilitate communication.

The Goshen Ten Thousand Villages store has a contract with the larger Ten Thousand Villages organization headquartered in Akron, Pennsylvania to follow specific guidelines to keep our store a healthy part of the total organization.

The manager depends on the generous dedication of volunteers to help staff the store and carry out a variety of tasks. The manager is responsible for hiring and oversight of the volunteer staff.

### **Now, it is your turn...**

If you would like to explore volunteering with our great organization, please read the sales associate job description on the back of this page, complete the attached application and return it to the store.

Our orientation program is done in two parts. The first includes two evening classroom sessions taking a total of 3-4 hours. It is followed by seven working shifts in the store which include relating to customers and learning additional information each shift. While learning is considered an on-going process, the formal orientation ends with an evaluation on the seventh scheduled shift in the store. The first classroom sessions, which are typically held from 7:00-8:30 on two weekday evenings, give you a chance to learn more about us before you make a final commitment. After your application is received and your reference is checked, we will be in touch to see if you will attend the next upcoming classroom sessions. Check with store staff to see when the next classroom sessions are scheduled. Prospective volunteers must attend both sessions and pre-registration is required.

Please contact us with questions. You may stop in the store, call or email us.

Ten Thousand Villages  
206 S. Main St  
Goshen, IN 46526

574-533-8491  
Email: [goshen@tenthousandvillages.com](mailto:goshen@tenthousandvillages.com)  
Web site: [goshen.tenthousandvillages.com](http://goshen.tenthousandvillages.com)

Elizabeth Dragoo, manager  
Susan Nelson, education coordinator  
Bethany Swope, assistant manager



# Volunteer Sales Associate Job Description Ten Thousand Villages, Goshen

## Objective

To advance our mission to create opportunities for artisans in Africa, Asia, Latin America and the Middle East by marketing their handicrafts and telling their stories. Volunteer associates work with other staff members to help customers enjoy their shopping experience.

## Requested commitment

We prefer that volunteer sales associates commit to working in the store once a week, but ask for a minimum of two shifts per month. Shifts are four hours long on weekdays and two to four hours on Saturdays. First Friday shifts can vary in length. Promptness and dependability are crucial. It is expected that volunteers unable to arrive on time for a scheduled shift will contact the store as soon as possible. If you are unable to work your scheduled shift, you will be asked to find a replacement within the pool of volunteers.

## Duties

Staff members are to follow the Sales and Service Standards when working with customers. Specific responsibilities will vary but may include any of the following:

- » Greeting customers and welcoming them into the store
- » Sharing artisan stories and the mission of Ten Thousand Villages
- » Explaining the concept of fair trade
- » Helping customers select merchandise
- » Using the cash register to complete sales transactions
- » Unpacking, pricing and restocking incoming shipments of merchandise
- » Seeking information to stay updated on product knowledge and artisan stories
- » Attending a minimum of two educational programs given at the store each year
- » Assisting with setting up or adjusting merchandise displays
- » Dusting and other light housekeeping
- » Learning and following appropriate policies and procedures
- » Other duties as assigned

Note: typical physical demands include the ability to move around the shop for four hours, bending and stretching in close places and some lifting of products and boxes.

## Qualifications

Sales associates should practice good communication and interpersonal skills, including active listening and an ability to work well with others. Associates should understand and agree with the mission of creating opportunities for artisans in developing countries to earn income by bringing their products and stories to our markets through long-term fair trading relationships.

## Recommended attire

Sales associates should dress in washable clothing and comfortable shoes, in a “dressy casual” style. Shorts, very short skirts, sweatshirts, slogan T-shirts or bare midriffs are not appropriate. Volunteers are encouraged to dress simply and accessorize with a Ten Thousand Villages necklace or scarf during the work shift.



Ten Thousand Villages  
Volunteer Application  
206 S Main St, Goshen, IN 46526

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_ Home phone: \_\_\_\_\_

Reference  
Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Community and Church Affiliations: \_\_\_\_\_  
\_\_\_\_\_

Do you have work experience which might be helpful in your volunteer role at the store?  
\_\_\_\_\_  
\_\_\_\_\_

Do you have interest in or experience with a particular country or craft? \_\_\_\_\_  
\_\_\_\_\_

Please let us know your general availability (circle all that apply):

10 am – 2 pm      2 – 6 pm      First Fridays 6 pm – 9 pm

Monday      Tuesday      Wednesday      Thursday      Friday      Saturday

Please circle your specific interests below.

- |  |   |
|--|---|
| Sales Associate                              | Educational programs                                |
| Unpacking merchandise                        | Repairing crafts                                    |
| Volunteer recruiting                         | Off-site sales                                      |
| Special cleaning tasks                       | Special committees (marketing, First Fridays, etc.) |
| Serving on the governing board for the store |   |

Other skills: \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_