



VOLUNTEER JOB DESCRIPTION

Friends of St. Thomas Public Library

Friends' Shop Manager

Summary:

Under the direction of the Chairman and/or Vice Chairman of the Friends of St. Thomas Public Library, ensures the successful and profitable operation of the Library Friends' Shop; aids customers with the selection and purchase of shop goods, collects payment, provides change and receipts, ensures counting and balancing of daily cash, sorts and shelves donations, collects and provides statistics, maintains a tidy shop, and arranges for publicity and advertising. The Manager shall work with the Friends' Shop Volunteer Co-ordinator and greet volunteers and customers in a professional and friendly manner. The Manager shall liaise with library staff, other Friends, and the Library Board, and act as an ambassador for the library.

Hours of Work: As required.

Major Tasks:

1. Responsible for sales of shop goods, collecting fees, making change, issuing receipts, ensuring the pickup and drop off of the cash box each day, and preparing required reports.
2. Sort, organize, and display goods for sale.
3. Responsible for shop maintenance, including keep fire extinguisher and first aid kit up to date, and ensuring shop opens and closes as scheduled.
4. Work with Friends' Shop Volunteer Coordinator to schedule staffing.
5. Inform Library Administration of upcoming events/sales for the purpose of advertising and promotion.
6. Train new volunteers in shop duties and explain the Friends' mission.
7. Schedule relevant training with Friends' Liaison from the Library.
8. Recognize and monitor security and facility issues.
9. Via the Friends' Liaison, provide written regularly-scheduled statistical reports for Friends' Executive and Library Board.
10. Treat customers in a professional manner.
11. Liaise with library staff, Board, and Friends.
12. Uphold the volunteer expectations.

Qualifications:

Secondary School Graduation Diploma or equivalent; Experience in retail and/or public service; Ability to treat the public and volunteers with courtesy and tact, and to maintain confidentiality of customer and volunteer information; Ability to communicate effectively (including via email?) with Friends' Executive and Friends' Liaison, and create detailed written reports; Knowledge of customer service standards and basic administration skills.

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Key Competencies:

- Good written and oral communication skills
- Patience
- Adaptability
- Initiative
- Honesty and integrity

Volunteer Expectations

All volunteers providing service at the Library Friends Shop are expected to:

- Support the Friends of St. Thomas Public Library's mission
- Arrive on time and stay until a replacement has arrived or when the shop closes
- Dress appropriately for retail service (including no jeans or t-shirts with slogans/logos)
- Treat all customers with equal respect and courtesy
- Record all issues, concerns, or questions relating to facility, customers, or stock in the "Book Shop Log Book"
- Return all cash collected and keep accurate sales records (if applicable)
- Adhere to all relevant policies and legislation, including, but not limited to, Health & Safety, Workplace Harassment, and Customer Service Standard