

The Wardrobe Job Description

Title:	Program Coordinator
Supervisor/s:	Program Manager & Resale Manager
Starting Salary:	\$32,000
Compensation Range:	\$32,000-40,000
Employment Type:	Full Time, Eligible for Overtime
Insurance Benefits:	Healthcare (50% covered), Long/Short Term Disability, IRA Match
Paid Time Off:	15 days pro-rated in 1 st year plus state/federal holidays and 5 additional sick days granted while we are working during the COVID19 pandemic

Position Overview

Career Wardrobe (aka The Wardrobe) is a nonprofit social enterprise that uses clothing to inspire change. The Program Coordinators are responsible for implementing customer service (shoppers/clients), merchandising, and inventory processing at all Wardrobe locations (Philadelphia, Delaware, and Bucks Counties in PA). Locations may serve individuals receiving public assistance and other support services as well as be open to the public for shopping.

Program Coordinators work as a team under the direction of the Program Manager and Resale Manager. Program Coordinators are available to work in client services, customer service, inventory, merchandising, and online sales equally. This position is in-person with occasional work from home opportunities.

The Wardrobe is an equal opportunity employer and encourages applications from people with diverse backgrounds and life experiences. We welcome applications from people with a history of incarceration.

Customer and Program Services – 60%

- Provide exceptional customer service in-store and online to offer a personalized and engaging experience for all visitors (customers, donors, volunteers) while always prioritizing service over tasks.
- Take a forward-thinking approach to the customer experience, in-store and online creative marketing, and merchandising to drive sales and engage our customer.
- Follow established procedure for conducting referral client appointments, including scheduling and/or rescheduling, troubleshooting issues, and completing required paperwork and data entry, including appointment survey.
- Operate point of sale system including assuming responsibility for cash handling, credit card processing, and reconciliation (beginning/end of day).
- Communicate sales and organization news, initiatives, and policies changes to team, visitors, and customers.
- Supervise volunteers and interns to ensure that they follow procedures for client services, customer engagement, and sales transactions.
- Maintain efficient and empowering client services including using trauma-informed practices and remaining updated on referral programs and populations The Wardrobe assists.
- Represent The Wardrobe at in-store and outside events as needed.
- Other duties as assigned including daily cleaning, data entry, supply management.

Inventory Management - 40%

- Sort and prepare donated inventory for the sales/service floor: tagging, pricing, and data entry. Includes identifying fashion trends and designers appropriate for resale operations.

- Maintain appropriate product levels on the sales floor while observing merchandising basics.
- Communicate needs for inventory selection or purchasing to team members and Managers.
- Process, pack, ship, and document Wardrobe Boxes.
- Implement sales process as determined by management in terms of markdowns and special sales to promote inventory movement.
- Maintain a system for processing incoming donations and keeping inventory rooms organized to maximize donation receipt, processing, and replenishment.
- Review inventory guidelines seasonally and train volunteers and interns on seasonal guidelines, pricing/tagging, and inventory replenishment.

General Qualifications:

- Education/Life Experience: High school degree/ GED or experience in retail or customer service.
- Available to work a minimum of 2 Saturdays per month and travel to multiple locations in Philadelphia, Delaware, and Bucks Counties in PA.
- General ability to use computer systems including email, online calendars, Zoom/Google Hangouts and POS systems.
- Retail experience a must, resale/consignment experience a plus. Ability to identify fashion trends and designers and communicate value to customers.
- Attention to detail and ability to handle multiple priorities in a fast-paced, rapidly evolving environment.
- Ability to handle interpersonal conflict and customer service issues in a professional manner.
- Good communication skills, able to work with diverse populations and be a positive team member. Comfortable delegating and providing/receiving feedback.
- Other abilities: Able to lift/carry up to 20 pounds and work on the sales floor 4-6 hours per day.
- Career Wardrobe mandates all staff are vaccinated against COVID19 and proof of vaccination is required for employment.