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**Volunteer Policies and Procedures**

**Cavazos Community Thrift Shop Mission**

The Cavazos Community Thrift Shop (hereafter referred to as CCTS) is a private organization serving the military community and surrounding areas. Our purpose is to:

1. Develop and foster a spirit of community responsibility at Fort Cavazos.
2. 2) Improve the quality of life on Fort Cavazos and in the surrounding areas.

3) To provide an opportunity for DOD ID card holders and their dependents to consign merchandise and buy gently used items. The proceeds generated are then put back into the community in the form of community welfare, scholarships and philanthropy.

**VOLUNTEERS** are integral in the success of CCTS and highly valued. They assist the paid employees in the daily operations necessary to keep the shop running at peak efficiency. Such duties include keeping the floor stocked with new items, rotating stock, assisting customers, intake of consignment articles, tagging/sorting donated items and other duties as needed.

**All CCTS Volunteers** must have a valid ID and be at least 15 years old. Students working for community volunteer hours for their school district will be accepted with the proper permissions and paperwork.

**Volunteer Do’s & Don’ts**

**Do:**

* Complete and sign a volunteer agreement form, as well as CCTS Volunteer Profile
* Answer directly to the manager/assistant manager and/or volunteer coordinator
* Be flexible with the tasks you are assigned that day
* Follow the Policies and Procedures the CCTS has placed in order to run efficiently
* When in doubt of the condition of an item, ask for guidance
* Be kind and courteous to the customers, staff and volunteers
* Follow dress code
* Attend monthly volunteer meetings
* Record your hours in the volunteer log
* Notify the manager/assistant manager or volunteer coordinator when you can't come in your preferred time
* Use discretion when interested in purchasing a consignment/donation item
* Use discretion when discussing CCTS business
* Sign out before shopping

**Don’t:**

* Make private sales arrangements for merchandise, which will exclude CCTS from that transaction while on the premises – you will be banned from the CCTS
* Go behind the cash register desk without permission from the manager
* Bring children with you when volunteering unless they are over 16 years and also volunteering
* Talk bad about a customer or consignor where they may overhear you
* Eat or drink, other than water, in the consignment room or processing space
* Talk on a cell phone unless you are in the breakroom
* Shop at the consignment room or processing space
* Come in sick
* Shop while signed in/on duty

**Privileges of Volunteering**

Volunteers qualify for free childcare under the Volunteer Childcare Fund. The CCTS Manager, Assistant Manager, Volunteer Coordinator or any Board Member can provide you with additional information on this privilege.

**As a volunteer at the CCTS, you are allowed the following privileges if you maintain active status. To be considered active, you must volunteer a minimum of at least 4 hours per week (or a total of 8 hours in the two-week period prior to reclaim) and attend the monthly meetings:**

• Consigned or donated items volunteers wish to buy may be held for same-day purchase. If more than one person is interested in an item, a drawing will be held. If you are unable to pay for the item that day, a second drawing will be held. If held items are not purchased by the close of business that day, they will be placed on the showroom floor. Donated items must be priced/tagged by the Manager or Assistant Manager prior to purchase. Volunteers must pay the full price on any item found on the floor that is already tagged.

• Active volunteers may consign an additional 16 items/week for a total of 64 items/month. Volunteers who wish to consign on the day they are working, may bring their items in with them that day. They can place their items in a basket with a completed contract and it will be processed in order received. Volunteers are allowed to tag their own items. Volunteers who wish to consign on a day they are not working must sign in and wait to be served.

• **Active** volunteers do not have to pay reclaim fees to withdraw their consigned items.

Re-Consignment of Items: Normally, consignors must wait 30 days before placing a reclaimed item back up for consignment. CCTS (active) volunteers have that waiting period and any fee associated with reclaiming items waived as a courtesy. If that item still does not sell after a second consignment period, it will need to be removed from the floor for 30 days before re-consignment is allowed.

* Beverages and snacks are available in the breakroom at no charge.

\*\*\*This document shall supersede and replace previous versions of this document. \*\*\*

I have read the CCTS Volunteer Policies and Procedures. I understand that failure to comply may result in loss of privileges.

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