



Resource Center Associate

A Precious Child, Inc. is a 501 (c)(3) nonprofit organization providing children in need with opportunities and resources to empower them to achieve their full potential. A Precious Child envisions a future where every child grows up to be a secure, self-reliant, contributing member of their community.

In working towards helping A Precious Child meet its overall objectives of providing necessities for children, the Resource Center Associate is responsible for a full range of activities related to helping manage the day-to-day operations and activities in our Resource Center. The Resource Center Associate will report directly to the Resource Center Director, ensuring clients are provided with the essentials they need in a dignified manner and that annual goals are met. The candidate will be required to be fluent in Spanish.

Hours: Full-Time, Non-Exempt, Monday-Friday 8:30 AM-5:00 PM with some evenings and weekends

Reports To: Resource Center Director

Duties and Responsibilities

- Assists in operations, daily tasks and activities for A Precious Child's Resource Center.
- Ensures that every client is treated with dignity and respect at all times.
- Oversees the display and merchandising of the Resource Center in order to create an appealing environment for our clients.
- Assists in managing the quality of all items in the Resource Center.
- Assists in pulling Agency Partner requests.
- Maintains an open line of communication with supervisor in regards to in-stock items that are low on Resource Center Store Floor (diapers, coats, gently used clothes and specific gender and sizing needs).
- Ensures that both the Resource Center is clean and ready for ongoing client shopping and tours with current and potential donors.
- Supports managing daily and periodic checklist for maintenance of Resource Center. (i.e. Sweeping, organizing racks, disinfecting play area, cleaning restroom, Store clean-up, clothes on all end caps, signage, etc.)
- Provides "orientations" for new clients, including coverage of the shopping guidelines, acting as a personal shopper if needed, etc.
- Trains different level of volunteers on computer checkout system
- Assist in capturing client stories and pictures for marketing purposes.
- Maintain safety standards to keep clients, volunteers and staff safe and prevent injuries.

Required Skills/Experience

- Enthusiasm and passion for A Precious Child's mission and vision.

- Fluent in Spanish.
- At least 1 year of customer service experience.
- Exceptional customer service skills and ethics.
- Excellent verbal and written communication skills.
- Experience with Word, Excel.
- Present a polished and professional image and demeanor.
- Must be a self-starter who is motivated, outgoing and has strong organizational skills.
- A positive attitude, strong work ethic, dependable and an ability to work effectively with coworkers, volunteers and interns.
- Ability to work independently, set priorities, and completes work timely and accurately.
- Flexibility and willingness to step in when needed for all projects.

Preferred Skills

- Prior retail or nonprofit experience a plus

Compensation: Commensurate with experience.

To Apply: please email a **cover letter, resume and salary requirements** to Courtney Wickberg at Courtney@apreciouschild.org and put “Resource Center Associate” in the subject line.

For more information about A Precious Child visit APreciouChild.org.