

Hiring Manager: Megan Klink, Director, Client Services
Working Wardrobes for a New Start

Coordinator, Wardrobing Services

Working Wardrobes for a New Start is a nonprofit organization with a successful 16-year history of providing adults emerging from life crises with the tools to get back to work. We facilitate job readiness workshops year-round and “Days of Self-Esteem,” which include motivational seminars, grooming services, wardrobe selection and career fairs that are provided to adults in 70+ shelters/programs throughout Orange County. In addition, our Career Services Center (CSC) provides professional wardrobes and grooming services to adults year-round.

Our work is directed by a staff of 10 people – and very well supported by a team of office volunteers and literally hundreds of hard-working community volunteers.

The work we do is exciting with an emotional component that truly changes lives. We have an office atmosphere that is casual and fun, with a focus on accomplishing an enormous amount of work each week. Projects are supported by volunteers and organized with the full support and management skills provided by the Manager of Administration.

Bottom line: The individual we seek is High Touch **and** High Tech!

Our organization’s beliefs direct all of our programming efforts and include:

- Serving our clients, volunteers and donors with dignity and respect;
- Transforming the lives of our clients through job readiness and career development, leading to self-sufficiency;
- Engaging the power of volunteerism;
- Building strategic partnerships; and
- Enhancing Working Wardrobes’ financial stability through social enterprise.

Position location:	Fountain Valley
Travel requirements:	local errands, mileage reimbursement available
Status:	Full-time permanent, non-supervisory
Recruitment:	Open

SCOPE AND RESPONSIBILITIES

The Coordinator of Wardrobing Services will report directly to the Director of Client Services. The Coordinator is responsible for recruiting and managing the volunteer personal shopping team, overseeing the daily operations of the CSC, preparing all paperwork for Fees for Service clients, invoicing referring partners, merchandising the departments and maintaining a database of all clients served. The Coordinator of Wardrobing Services will also be in charge of scheduling appointments and ensuring the high standards for our client service at all times.

ESSENTIAL JOB FUNCTIONS

- Oversee daily scheduling of the CSC clients and ensuring a warm, welcome atmosphere is always present for them
- Recruit and train volunteer personal shoppers and interns
- Merchandise CSC, keep inventory at a peak and maintain high cleanliness standards
- Participate in the preparation of all paperwork for Fees for Service referring partners and preparation of monthly billing
- Lead job readiness and image workshops in Spanish and English
- Support and maintain client database for purposes of funding and grant reporting
- Serve as Donation Center representative one Saturday a month to meet donors and engage them in our work

COMPETENCIES

Technical

- Outstanding training and presentation skills
- Understanding the marketing needs for the fees for service and job readiness program
- Excellent techniques for staff and volunteer support
- Mastery of MS Word, Access, Excel, PowerPoint

Soft

- Strong organizational skills
- Outstanding verbal and written communication skills
- Self-directed, with strong problem solving and analytical skills to identify and resolve problems
- Team player
- High energy, goal oriented, multi-tasking approach
- Ability to work independently with little supervision

- Compassionate nature in working with our clients and volunteers

CRITICAL SUCCESS FACTORS

- Ability to deal positively with clients, including resolution of problems, while still providing excellent service to the women, men and teens we serve
- Ability to recruit, train and motivate volunteers and empower them to work effectively with clients
- Bi-lingual, Spanish/English
- Ability to prioritize, follow up and use good time management skills
- Sense of humor and ability to maintain good morale with volunteers and clients
- High achiever and desire to meet goals

QUALIFICATIONS

Experience

- Proven success in volunteer relationships
- Proven database management skills
- Strong retail experience
- Proven presentation skills
- Experience with staff management

Education

- 4 year degree (preferred)

BENEFITS OF THIS POSITION

- Opportunity to work with an organization that is poised for regional/national growth
- Opportunity for greater responsibility, challenge, personal and professional growth and development
- Opportunity to work with volunteers in all stages of life
- Opportunity to be a part of life transforming work with an award-winning nonprofit organization
- Opportunity to give back to people who are in need

SALARY: Based on experience.

Medical, Dental & Vision plan, plus 403b investment opportunity

APPLICATION PROCESS

Working Wardrobes will hold a Group Interview for selected candidates. The top three candidates identified at the Group Interview will be asked to move on to the next step in the interview process.

To be invited to participate in the Group Interview, please send a cover letter (must include salary requirements) along with your resume to:

Megan Klink, Director of Client Services
info@workingwardrobes.org / Fax: 714-434-2870