

VOLUNTEER OPPORTUNITY

Collective Boutique Attendant

About This Role

The Collective Boutique Attendant is a hands-on volunteer role at the heart of our participant experience. As an attendant, you'll run the boutique during scheduled shopping hours — welcoming women, managing appointments, assisting with selections, and ensuring every participant leaves feeling seen and supported.

Role Details

Location: 1200 Trinity Rd, Cary, NC 27513

Commitment: Minimum 2 shifts/month; 6-month term preferred

Shift Hours: Mon –Thu: 12:30–2:30 PM

Reports To: Volunteer & Outreach Manager

What You'll Do

Each shift consists of two parts: running boutique appointments and resetting the space. Your responsibilities include:

Participant Experience

- Welcome participants in a warm, judgment-free, and affirming manner
- Check participants in using the appointment calendar and shopper sign-in sheet
- Facilitate 25-minute shopping appointments for up to two participants at a time
- Assist with clothing selection, styling, and outfit coordination as needed
- Ensure each participant's dignity, privacy, and autonomy throughout their visit
- Process checkout using the Arise Cash system and issue receipts

Time & Flow Management

- Monitor appointment timing and provide 10-minute and 5-minute warnings
- Ensure smooth, on-time transitions between shoppers
- Enforce boutique policies respectfully and consistently

Boutique Upkeep

- Maintain organized clothing racks sorted by size, category, and season
- Keep fitting areas and shared spaces clean throughout the shift
- Put away donated items and flag anything damaged or unsuitable for staff review
- Assist with sorting incoming donations as applicable

End-of-Shift Reporting

- Complete the Boutique Attendant Feedback Report via Google Form before leaving each shift
- Communicate participant concerns, inventory observations, and operational notes to staff

What We're Looking For

We welcome volunteers from all backgrounds. You don't need professional experience in fashion or retail — you just need a genuine heart for people and a commitment to showing up. The ideal candidate brings:

- Reliability and consistency — participants count on a familiar, stable presence
- Warmth, patience, and a non-judgmental approach to every interaction
- Ability to manage time and keep appointments on schedule
- Comfort working independently with minimal supervision
- Respect for boundaries, policies, and participant confidentiality
- Strong communication skills and attention to detail

Strongly Preferred

- Interest or experience in fashion, styling, personal shopping, or retail
- Familiarity with Google Calendar or similar scheduling tools

What to Expect When You Join

- A thorough boutique onboarding before working your first shift on your own
- Ongoing support from program staff
- The opportunity to make a real, direct impact in the life of a woman rebuilding her future

Applications are reviewed on a rolling basis.

Applicants will be contacted to schedule an informal conversation with our Volunteer & Outreach Manager.