

**Position:** Boutique Specialist

**Center Location:** Benson

**Hours:** 18-20 hours per week

MON 10:30-2:30

TUES 12:30-7:30

WED 10:30-2:30

TH 10:30-2:30

**Hourly Rate:** \$14.00 per hour

**Position Purpose:** Serves as support staff during open boutique Monday thru Thursday. During remaining work hours, the Boutique Specialist supports the Boutique Manager with boutique projects and tasks, verifies client qualifications for grant funding, and verifies content for EPS client websites: [news.essentialps.org](http://news.essentialps.org) and [findhelp.essentialps.org](http://findhelp.essentialps.org).

**Responsibilities:**

- Provide a welcoming boutique environment.
- Prepare the boutique for open hours and complete end-of-day tasks.
- Manage the client check-in and checkout process:
  - To include Loyverse training to ensure volunteers and staff are accurately recording client transactions for statistical purposes.
  - To include BrightCourse training to ensure client Baby Bucks are accurately reflected in the Client Points Report/Ledger.
- Accept and document incoming donations.
- Replenish stock on the floor.
- Assist in volunteer training.
- Provide new client orientations for the Beginning Essentials program, as needed.
- Handle all client questions, requests, and complaints in person and on the phone in a respectful and compassionate manner during shift.
- Meets with Boutique Manager for monthly supervision.
- Learn and utilize the EPS Management System and identify and accomplish quarterly boutique goals that align with the EPS Vision/Traction Organizer with approval from supervisor.
- Maintain an orderly and efficient workspace.
- Utilize necessary client databases to maintain accurate and updated client records for EPS to facilitate present and future grant funding opportunities.

**Additional Responsibilities**

- Attend monthly *All Staff Meetings* (1st Wednesday of each month at 9AM).
- Assist with special client events (e.g. bi-annual baby showers and holiday events).
- Follow EPS approved policies and procedures.
- Maintain client confidentiality and professional boundaries at all times.

- Responsible for miscellaneous duties as assigned by the Boutique Manager.

**Knowledge/Skills/Abilities:** Must be committed to the mission and core values of EPS. Ability and willingness to become familiar with EPS services. Ability to multitask, problem solve, and manage interpersonal conflicts when they arise. Ability to manage multiple projects at one time. Proficient with Microsoft Office or Google Workspace and database entry. Excellent verbal communication skills to interact with clients in a professional manner in-person and on the phone. Attention to detail and ability and willingness to follow EPS policies and procedures. Works independently and as a team player for projects. Willing to assist with miscellaneous duties as assigned.

**Experience/Education:** Minimum of high school diploma or equivalent, preferred Bachelor's degree, retail experience a plus!

**Nature and Scope of Accountability:** Hired by Director of Life Services. Reports to the Boutique Manager.

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Applicants should email both a resume and a cover letter to the Director of Life Services, April Stockdale at [astockdale@essentialps.org](mailto:astockdale@essentialps.org)