



Position: Boutique Coordinator – Bilingual A Plus  
Center location: Boutique 3161 N 93<sup>rd</sup> St  
Hours: 40 hours per week – must be available Tuesdays until 7pm  
Hourly Rate: Based on experience

**Position Purpose:** The Boutique Coordinator will serve as the lead staff in the boutique. The Boutique Coordinator assists the Boutique Manager by accepting/sorting donations, replenishing stock, and processing client files prior to and after boutique appointments.

#### Responsibilities

- Provide a welcoming boutique environment
- Prepare boutique for open hours and complete end of day tasks
- Lead the client check-in and checkout processes during boutique hours
- Assist in review of sorting incoming donations
- Ensure that stock has appropriate tags and labels
- Train and supervise volunteers to include: donation acceptance, sorting, stocking racks, client check-in and check-out, and data entry
- Assist with replenishment of stock on the floor
- Complete all steps of the orientation process with new clients
- Handle all client questions, requests and complaints in person and on the phone in a respectful and compassionate manner during shift
- Meet with Boutique Manager for monthly supervision
- Maintain orderly efficient workspaces at the front counter and in the storeroom
- Learn and utilize a variety of software programs to complete the tasks of the position
- Credit client account baby bucks for outside Medical Services received
- Maintain stock on key inventory items
- Identify opportunities for sales and promotions to clear stock and increase boutique visits
- Helping with in-person classes and sending on-line classes to clients

#### Additional Responsibilities

- Attend monthly All Staff meetings (optional, based on schedule availability)
- Attend weekly Life Service team meetings
- Assist with special events, bi-annual Baby Showers and annual client events
- Maintain client confidentiality and professional boundaries at all times
- Responsible for miscellaneous duties as assigned by the Boutique Manager

**Knowledge/Skills/Abilities:** Commitment to the mission and model the core values of EPS. Willingness to become familiar with EPS services. Utilize appropriate interpersonal and crisis intervention skills to provide loving, non-judgmental service and care to abortion vulnerable and minded women. Ability to multitask, problem-solve and manage interpersonal conflicts when they arise. Proficient in Microsoft Office (Word, Excel, and Outlook), and database entry. Computer literacy to include PC and iPad. Excellent verbal communication skills to interact with clients and volunteers in a professional manner in person and on the phone. Attention to detail and follows policies and procedures. Work independently and 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 Sr. Director of Finance and reports to the Boutique Manager.

Applicants should email both a resume and a cover letter to the Sr. Director of Finance Dennis Waggoner at [dwaggoner@essentialps.org](mailto:dwaggoner@essentialps.org)