



Job Title: Clothing Program Assistant
Reports To: Clothing Program Manager

Department: Clothing Program
FLSA: PT, Non-Exempt, \$15.50–16hour DOE

Organization

Founded in 1961, House of Neighborly Service assists and advocates for people challenged by the effects of poverty or situational crisis by providing basic need services.

Overview

The Clothing Program Assistant supports the day-to-day operations of the House of Neighborly Service (HNS) Clothing Program, working under the direction of the Clothing Program Manager. This part-time position plays a vital role in ensuring clothing and small household donations are received, organized, and distributed with care and efficiency. The assistant works alongside a dedicated team of volunteers and helps create a welcoming, dignified experience for clients and donors alike.

Responsibilities

Key duties include, but are not limited to:

- Support the Clothing Program Manager in daily program operations.
- Greet and assist donors with questions and provide donation receipts.
- Regularly monitor the donation area to prevent overflow and maintain safety.
- Track inventory and order program supplies as needed.
- Assist with client check-out and support client service as needed.
- Model a positive, respectful, and team-oriented attitude with volunteers.
- Help maintain clean, organized, and efficient program spaces—including the donation area, sorting rooms, and client shopping area.
- Encourage and follow safe practices in all work areas.
- Accurately document donation intake and distribution; support volunteers in doing the same.
- Participate in required monthly staff meetings and occasional trainings.
- Demonstrate inclusive, non-discriminatory practices in all interactions.
- Follow and support HNS policies and program guidelines.

Requirements:

- Understanding of HNS's mission and positively represent the agency both internally and externally.
- Be a self-starter.
- Ability to safely and repeatedly lift moderate amounts of weight (approximately 20-50 pounds), and to stand and work on hard concrete floors.
- Able to reach, balance, walk, stoop, kneel or crouch.

EQUAL EMPLOYMENT OPPORTUNITY

House of Neighborly Service (HNS) is dedicated to the principles of equal employment opportunity to all individuals based on job related qualifications and ability to perform a job, without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, veteran status, military obligations, marital status, genetic information, or any other applicable status protected by state or local law. In addition, HNS will provide reasonable accommodations for qualified individuals when appropriate.

- Availability occasionally includes some hours outside regular hours of operation, including weekends.
- Able to handle a variable work pace.
- Ability to respond safely to emergency situations.
- Respect and sensitivity to the needs and rights of others, including those with different cultural, racial, sexual, religious, or ethnic identities.
- Excellent organization, time management, critical thinking and team partnership skills.

Culture

- Establish professional, caring, strengths-based relationships built on honor, service, unity, and growth.
- Approach daily tasks, teamwork, and communication with excellence, and thoroughness.
- Show respect and appreciation for others, including HNS and Life Center clients and partners.
- Be punctual to work and meetings.

Teach-ability

- Consistent eagerness to learn, listen, apply knowledge, and accept feedback.
- Strong initiative and vision for continuous improvement while contributing to a positive team atmosphere.

Dress Code

- Meets HNS dress and grooming expectation in support of professional, clean and welcoming environments for donors, volunteers, and co-workers.

Work Ethic

- Demonstrate pride and ownership of work while completing tasks, and contributing to the workflow of the Clothing pantry.

Staff

Date

Human Resources

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