



Job Title: Closet Associate (Full-Time)

Why Choose Us?

Sharia's Closet is a San Diego-based nonprofit organization dedicated to providing no-cost necessities and emergency services, including new and gently used clothing, diapers, and personal hygiene products, to individuals in need. We serve a diverse community, including victims of domestic violence, natural disasters, human trafficking, and those who are unsheltered or unemployed. Our mission is to help individuals maintain their dignity and self-esteem during difficult times.

The Role

Sharia's Closet is seeking a motivated individual to join our team as a Closet Associate. As a front-facing member of our organization, you will embody a spirit of service and maintain professionalism under all circumstances. You will be the first in-person impression for many of our clients and guests. In this role, you will interact with Case Managers, Program Managers, Social Workers, volunteers, donors, clients, and community members. We invest in our people and strive to foster an inspirational, inclusive, and innovative culture where every team member feels a true sense of belonging.

Qualifications

- **Language Skills:** Bilingual preferred (Spanish, Creole).
- **Experience:** Minimum of 1 year in retail, particularly clothing.
- **Skills & Abilities:**
 - Excellent interpersonal, verbal, and written communication skills.
 - Proficient in sorting and filtering through Google Forms and Excel.
 - Strong email etiquette and proficiency in MS Office software (Word, Excel, Outlook).
 - Strong work ethic and customer service mentality.
 - Ability to work independently in a fast-paced environment.
 - Detail-oriented, organized, and flexible.
 - Strong interpersonal skills with cultural humility.
 - Team player with the ability to multitask as needed.

Desirable Experience

- Experience working or volunteering at a small nonprofit.
- Experience with under-resourced communities.
- 1-2 years of leadership experience in retail or related industries.

Physical Requirements

- Ability to stand and walk for most of the work shift.
- Frequent bending, squatting, climbing, and twisting.



- Ability to lift up to 25 lbs.

Responsibilities

- **Client Support:** Provide support for a diverse population, catering to various needs, from professional attire for job interviews to clothing for individuals entering the medical field.
- **Donation Processing:** Sort and process incoming donations, ensuring quality control and organization by type, condition, size, and color.
- **Personal Styling:** Offer personal styling advice to individuals accessing our services.
- **Inventory Management:** Replenish stock items on shelves and maintain an organized display.
- **Program Support:** Assist with our flagship program, "Bags of Hope," serving vulnerable populations, including veterans, at-risk youth, and survivors of domestic abuse by providing essential clothing and hygiene products.
- **Resource Knowledge:** Maintain knowledge of resources, programs, and procedures to assist volunteers and staff.
- **Order Processing:** Process incoming referrals and emergency requests, generating and printing orders.
- **Emergency Fulfillment:** Fulfill emergency requests by creating and packing customized bags of clothing and accessories.
- **Client and Volunteer Check-In:** Assist with checking in/out clients, donors, and volunteers.
- **Store Maintenance:** Ensure a clean, organized, and safe environment to keep the store customer-ready.
- **Communication:** Communicate successes or potential barriers to the Executive Team.
- **Team Support:** Assist the Executive Team and program staff in achieving organizational goals with additional tasks as assigned.
- **Volunteer Tours and Training:** Provide tours for first-time volunteers and donors, and train new volunteers and groups.

Schedule

- Monday - Friday: 9:00 AM to 5:00 PM
- Two Saturdays a month: 9:00 AM to 5:00 PM (you will have a weekday off when you work a Saturday)

Salary

- \$17 - \$18 per hour. Exact compensation may vary based on skills, experience, and location.

Benefits

- Paid Time Off & Sick Leave
- 6 Paid Holidays



- Cal Saver retirement plan
- Merchandise allowance: 5 items per month
- Focus on work-life balance
- Competitive pay
- Service awards and recognition

Join our dedicated team at Sharia's Closet and make a meaningful impact in the lives of those in need. If you meet the qualifications and are passionate about serving the community, we would love to hear from you!