

# CAMOM VOLUNTEER EXPECTATIONS

## Volunteer Registration

**Volunteer shifts will be in MyCM.** Sellers can choose their volunteer shifts at the same time as when they register. Other volunteers will need to create a MyConsignmentManager acct which is easy to do.

Numerous volunteer shifts are available on Friday from 4 PM until 11 PM and on Saturday from 7 AM until 4 PM. **Sellers will not receive credit toward their commission percentage for volunteer shifts unless they are registered for that shift in MyCM.**

## Volunteer Expectations

All volunteers working during sale hours should always be observant and notify someone immediately of any suspicious activity. Making eye contact with customers is a great way to keep people honest! All volunteers must keep their assigned areas neat and clean. Volunteers are asked to limit cell phone use and texting during their shift. Volunteers are also asked not to shop and hide items for purchase later and are asked not to have children with them.

Saturday volunteers must park as far from the entrance as reasonable to leave close parking spaces for shoppers.

## Consignment Fees for Volunteers

For each CAMOM seller who:

- Volunteers AND work a minimum of **3.5 hours** at the sale, will earn 80% of their total sales.
- Sells without volunteering or does not fulfill their volunteer shift, they will earn 70% of their total sales.
- For Sale Committee Members and Sale Volunteers who allow CAMOM to use a laptop computer with full access, they earn an extra 5% commission and will take home 85% of their total sales.

Non-club members/general public:

- Who **do not volunteer** will receive **50%** of the proceeds from the sale of their items.
- Who **volunteer 1 shift** will receive **60%** of the proceeds from the sale of their items.
- Who **volunteer 2 shifts** will receive **70%** of the proceeds from the sale of their items.

## Volunteer Check-in

All volunteers must check in with the Volunteer Coordinator at least 10 minutes prior to their shift time. Volunteers are required to work a minimum of 3 ½ (3.5) hours. If a volunteer shows up late, their shift will start at their arrival time and end at the completion of 3 ½ (3.5) hours. Sellers will be charged the extra 10% of their sales as a non-volunteer if they miss their volunteer shift.

Friday Night volunteers are expected to be able to lift up to 50lbs of weight. There will be no pre-shopping allowed and no hiding items you want to purchase during your volunteer shift before the pre-sale opens.

## Volunteers Who Also Sell

If you are a volunteer and a seller and you are scheduled to volunteer prior to or during your drop-off time, you **MUST ARRIVE ½ HOUR PRIOR TO YOUR VOLUNTEER SHIFT** to drop off your items. Sellers may

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not drop off or sort their items during their volunteer shift.

## Friday Night Pre-Sale

Only volunteers who are signed up for a volunteer shift on Friday or Saturday will be permitted to attend the Friday night pre-sale. Volunteers who fail to show for their shift will not be allowed to pre-shop at future CAMOM sales. Spouses, significant others, and mothers or fathers may pre-shop Friday night if he/she is scheduled to work or has worked a volunteer shift. Alternatively, you can work more than one volunteer shift to have a husband, significant other, mother or father pre-shop with you. If you have someone with you who is not volunteering and you are not scheduled to work two volunteer shifts, they will not be permitted to enter the sale during the pre-sale. Friday night cashiers may only shop from 8:45 – 9:15 PM. If you need more time to shop DO NOT sign up to be a cashier Friday night. Friday Night Shopping ends at 10:00 PM. At that time all shoppers must get in line to pay for their items, otherwise you will be required to come back on Saturday to pay for those items.

## Volunteer Shopping at the Friday Night Pre-Sale

Sale Committee Members and Sale Volunteers are eligible to shop the Friday pre-sale at the following times:

- Sale leads may shop beginning at 8:35PM.
- Sale team Members may shop beginning at 8:40 PM.
- Friday night cashiers may shop from 8:45-9:15 PM.
- Volunteers who work 3 or more volunteer shifts may shop beginning at 8:45 PM.
- Volunteers who work 2 volunteer shifts may shop beginning at 8:50 PM.
- Volunteers who work 1 volunteer shift may shop beginning at 8:55 PM.

Any seller who is not scheduled to work a volunteer shift on Friday evening should drop off their items according to their drop off time and return by 8:45 PM to get checked in for shopping during the pre-sale.

## Friday Position Descriptions

<b>Job Role</b>	<b>Description</b>
Sale Set-Up	Sale coordinator will provide diagrams and instructions for assembling the racks. It is important that you do not mix pieces from different racks. Many of the racks are different sizes so it will only make the task more difficult if pieces from different racks are mixed.  <i>Please Note: You may be working outside from 4 - 6 PM. Please dress accordingly.</i>
Floor Layout Assistant	Work with the floor layout captain to determine placement of the racks when it is time to move them inside. Help to organize the bins for shoes and clothes. Sort seller boxes/bins in the back hallway by seller number on Friday Night. You must leave a clear aisle down the center of the hallway.  <i>Assistsellers in organizing items onto the sales floor once rack set-up is complete.</i>

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Floor Inventory Assistance	<p>Volunteers <b>may</b> be required to lift heavy objects of up to 50lbs. Responsible for sorting and displaying items in the assigned area. Place items that are obviously soiled, damaged, stained, excessively worn, or out of season in the Reject bin. When sorting items on racks do not overfill the racks; ask for assistance if they become full.</p> <ul style="list-style-type: none"> <li>• <i>Toys:</i> Move toys inside to the area by the small stage. As you walk in the door this area is in the back far left corner. Use the stairs of the stage and tables around the stage to display the toys. Keep a walkway open to get up and down from the stage. Sort the toys by books, videos, baby toys, dolls, etc.</li> <li>• <i>Equipment:</i> Equipment includes all the larger items—furniture, strollers, pack n’ plays, swings, car seats, gates, booster seats, bikes, etc. The equipment is placed in the area between the small stage and door on the far left as you walk in. It is helpful to sort the items by like-kind. Items such as pack n’ plays should NOT be opened up for display.</li> <li>• <i>Clothing:</i> Assist sellers in hanging clothing on racks. Signs marked by size and gender will be placed on designated racks and you will assist sellers with placing their items on the racks.</li> <li>• <i>Shoes/Socks:</i> Assist sellers by putting the shoes in the appropriate bin. Shoes and socks are displayed on the tables in the middle of the cafeteria in front of the cashiers.</li> <li>• <i>Bedding:</i> Bedding and decorative bedroom items are displayed on and in front of the big stage. It is helpful to display similar items together, i.e. crib bedding together, larger bedding together and decorative items together. Keep an eye out for matching items and try to display them together. NOTE: Bedding with bumpers should be put in the Reject bin.</li> </ul>
Floater	You will be assigned to an area needing extra assistance.

### Saturday Position Descriptions

<i>Job Role</i>	<i>Description</i>
Quality Control/Rejects Assistant & Car Seat Expiration dates	<p>Go through all the items in the Reject bin Friday Night and all-day Saturday and determine whether they meet sale guidelines and should be returned to the sales floor or should be rejected. If you determine an item should be rejected, you will stamp it as a reject, write why it was rejected (stained, out of season, holes, etc.) and place it in the seller’s box in the back hallway. An item should only be rejected if it is obviously out of season, soiled or broken.</p> <p>Collect all lost tags and try your best to find the item and reattach it if possible. No tag, no sale.</p> <p>Check the expiration dates of all car seats and ensure there is a minimum of 1 year remaining. It is NOT your responsibility to check for recalls on items. Sellers are expected to perform due diligence and check and verify that the products they are selling have not been recalled or exceed lead limits.</p>

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<p>Cashier/Cashier Assistant</p>	<p>Responsible for accurately processing transactions using MyCM software on laptop computers for volunteer shoppers on Friday night.</p> <p><b>ONLY Credit cards and cash are accepted at the pre-sale AND sale. NO CHECKS. Credit cards have a \$25 minimum purchase requirement.</b></p> <p>Do not remove hangers at the Friday night pre-sale. Remove and bag hangers on Saturday.</p> <p>If you sign up for “Cashier with 30-minute shopping” you will only be able to pre-shop from 8:45 PM - 9:15 PM. <b>If you anticipate needing longer to shop, please DO NOT sign up for this cashier shift. If you sign up for the “Cashier No Shopping” shift you will not be able to shop during the pre- sale.</b></p>
<p>Sale Floor Inventory Assistance</p>	<p>Maintain order in the assigned area. If applicable, please walk around racks and back doors to discourage shoplifting. You are also responsible for sorting remaining unsold items by seller number after the sale. <i>Areas include: Toys, Equipment, Clothing, Pajamas, and Bedding/Miscellaneous/Shoes.</i></p>
<p>Front Desk-Sale Admission Captain</p>	<p>Use clicker/counter to track the number of people admitted. Also responsible for holding up the line before the facility becomes overcrowded.</p> <p>If applicable, also responsible for accepting and documenting \$20 VIP PAY AT THE DOOR payments. <b>If selling anything such as water at the front door, please keep \$ collected separate from entrance fee total.</b></p> <p>Shopping for CAMOM Members and members of other parents of multiples clubs (with proof of membership) begins at 7:15 AM. Shoppers with VIP Passes begin at 7:30 AM. Doors open to the public for shopping at 8 AM.</p>
<p>Floater</p>	<p>Responsibilities will vary depending on which areas need assistance. Floaters will typically help go through the Reject bin and place rejected items in the appropriate seller bins on the stage; assist with hanger removal when the lines are long; move the bags of hangers in the baskets under the cashiers to the back hallway when full; bring seller bins to the sales floor at the end of the sale; and sort unsold items at the end of the sale.</p>
<p>Line Control</p>	<p>Responsible for keeping the line orderly and directing shoppers to the next available cashier. If needed during busy times, remove tags from shoppers’ items and rubber band the bundle then walk the shopper to the next cashier to speed up the time at the register.</p>
<p>Exit Door</p>	<p>Responsible for monitoring the exit door and ensuring anyone leaving with a large or expensive item has the appropriate “paid” sticker. Also responsible for ensuring that people leaving with sale items have come from the cashier line. <b>Please note that a VIP shopper will need to show their VIP wristband before collecting their free soda/water upon exiting.</b></p>

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Donations/Sorting	Responsible for placing seller bins in numerical order on the sales floor at the end of the sale and sorting unsold items into the appropriate seller bins. Also help clean up the school after sorting is completed. You must stay until sorting and cleanup is complete. If you are a seller and volunteering during this shift, you <b>MUST</b> help sort ALL unsold items into bins and not only your own. You may not complete seller check out until your shift is over
Rack Breakdown Captain/Assistant	Responsible for breaking down each clothing rack and saran wrapping all pieces together.  Do NOT mix rack parts. You must stay until sorting and cleaning up is complete. If you are a seller and volunteering during this shift, you may not check out until your shift is over.  <b>Volunteers must be able to lift heavy objects of up to 50lbs.</b>

### Friday and Saturday Sale Schedule

FRIDAY NIGHT	SATURDAY
4:00 – 8:45 PM: Set up racks and sale	7:00 – 7:15 AM: Arrival, prep and train
7:00 – 7:30 PM: Seller Drop-off (Last Name A-L)	7:15 – 8:00 AM: Pre-sale for members
7:30 – 8:00 PM: Seller Drop-off (Last Name M-Z)	7:30 – 8:00 AM: Sale open to VIP pass holders
8:45 PM: Begin pre-sale for volunteers only	8:00 – 11:30 AM: Sale Open to Public
10:00 PM: Pre-sale shopping ends	11:30 – 12:00 PM: Doors close/clean-up/reorganize
10:00 – 11:00 PM: Organize and clean-up	12:00 – 1:00 PM: Half (½) price sale
	1:00 – 2:30 PM: Sort by seller #, put in boxes, clean up
	2:30 – 3:30 PM: Seller Pick-up

**Last Updated: January 2023**