

Nellis Area Spouses' Club Charitable Association



EMPLOYEE & VOLUNTEER HANDBOOK

Revised April 2023

This handbook will introduce you to the Nellis Thrift Shop Operating Policies and Procedures. You are to familiarize yourself with the handbook as it is a valuable resource that will assist you in your volunteer and employment duties.

SECTION A

ABOUT US

The Nellis Thrift Shop (TS) is governed by the Nellis Area Spouses' Club Charitable Association (NASCCA) via the Thrift Shop/Airman's Attic Council (TS/AAC), under the guidance of the 99ABW Commander. The TS may be staffed by a paid Manager, paid Assistant Manager/Bookkeeper, paid Cashier, paid processor, and some of the very best Volunteers. Donated items are processed for sale, in accordance with the TS Operating Policies & Procedures (OPP). Your contributions, dedication, and commitment are vital to our growth and day-to-day operations. Every opportunity, task, and project, contributes to an important part of the organization as a whole. We could not succeed without you and we are so glad you have made the choice to join us! Thanks to the hard work and dedication of our staff and the thoughtful donations of our fellow service members, families, and veterans, we disburse the proceeds back out to our community through donations to military and local charitable programs, as well as distributing thousands of dollars in scholarships to military dependents seeking a post-secondary education (undergraduate, graduate, vocational certification or license). Anyone who has access to Nellis Air Force Base may seek employment, volunteer and shop at the TS. Base access requires valid government identification, which allows access to military installations or vetting through Security Forces' Pass and ID Office, which produces a visitor's pass. Management reserves the right to record the sponsor of anyone volunteering at the TS. The TS will be closed for all Federal holidays, store improvement periods and as needed with prior authorization from the TS/AAC (using the CCSD calendar as a guide).

Hours of Operation:

As determined by the AA Management.

Tuesday : 9am-1pm*
Thursday : 9am-1pm*
Saturday : 9am-1pm (Saturday Sale dates will be posted in advance).

**Changes will be posted at least two weeks in advance, when possible.*

Located in Building #605 to the left (south) of the Commissary main entrance

Nellis Thrift Shop

P.O. BOX 9785
Nellis AFB, NV 89191
Phone: 702-644-3777

This is a non-smoking facility

DONATION ITEMS are accepted 24/7 by way of labeled bins at the southside dock. A signed donation receipt is available upon request during business hours from management. Clean, new or gently used household goods, books, furniture, and clothing accepted. Visit <https://www.nellisasc.com/TS> for a complete list of donations accepted.

SECTION B

VOLUNTEER INFORMATION

Volunteer opportunities include: donation sorting and pricing, tagging, stocking and arranging the store floor; cashier assistant/bagger, customer service, and jewelry counter assistant.

1. Volunteer Job Descriptions

- a. **Donation Sorting and Processing** – This is one of the most important jobs at the TS. We gratefully receive a constant flow of donations, which allows us to keep our shelves stocked. There are bins at the southside dock for donors to place their items. We also have re-donation bins where we place items to be donated to the Big Brothers Big Sisters charity organization. When going through donated items, check for quality and cleanliness. Items not to our standard should be put in bags and placed in one of re-donation bins for pick up. If you have questions on what items should be kept or re-donated, please ask Management. Items that we would like to keep need to be placed in the Donation Processing Area. Using the tables and shelving units available, sort items according to type, size, and category, such as electronics separated from household goods and clothing sorted by age and gender.
- b. **Stocking and Arranging the TS Floor** - Stocking new merchandise as well as organizing items already out for disbursement is a very important duty. Getting new items on the floor will make room in the Donation Processing Area. Reorganizing current items for disbursement allows customers to see items they might have missed, as well as keeping the store floor and merchandise looking fresh and appealing. When stocking merchandise, always be aware of where items belong. Keeping kitchen items in the kitchen area and toys in the toy area keeps the sales floor looking neat, organized and safe for all to walk around. If you have any questions on where items belong, please ask Management.
- c. **Jewelry Counter** – The jewelry counter is reserved for jewelry, smaller items that could get lost on the shelves, more expensive items, breakable items and protected items, such as knives and serving utensils. When working the counter, welcome customers and show them any items they would like to see, addressing each one in turn. Use display boxes to showcase jewelry or smaller items when possible. Place wanted items to be purchased in a carrier box or basket with their name and place at the check-out counter.

2. Policies

Whenever people gather together to achieve the same goal, some standards of conduct are needed to help everyone work together efficiently, effectively and harmoniously. By volunteering at the TS, you have a responsibility to our customers and your fellow volunteers and employees.

- a. All TS Volunteers must sign the **Volunteer Application**.
- b. Volunteers must review the duties of the position listed within and as described in written or verbal instruction and confirm that they have the skills and ability to perform the tasks.
- c. All TS Volunteers must wear close-toed shoes (removed the need for t-shirts and aprons to be worn)
- d. Minors
 - i. Ages 16 to 18 years do not require direct parental supervision but must still have the parent/legal guardian sign the Volunteer Service Agreement.
 - ii. Ages 11 to 15 years must have partial parental supervision where the parent is in the building but not necessarily in the same room.
 - iii. Ages 8 to 10 years are not allowed in the Donation Processing Area without the Manager's approval AND direct parental supervision.
 - iii. Under 8 years of age will not be allowed in the Donation Processing Area under any circumstances.

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- e. If deemed in the best interest of the TS, any member of Management reserves the right to discontinue volunteer relationships at any time (see Section D. Disciplinary Procedures). Volunteers may discontinue service at any time and for any reason.
 - f. No changes to the building structure are allowed without prior CE approval (i.e. nails for wall hangings, paint, etc.). Any issue that the building has is to be reported to the TS Manager immediately.
 - g. TS Volunteers and employees will park at the back (west side) of the building, in the parking spaces close to the CDC buildings. Additional parking can be found in the Commissary parking lot.
 - i. Parking spots directly adjacent to the south side dock and labeled Thrift Shop/Attic will be left available for **customers only** during customer hours. They may be used at any time the Airman's Attic (NAA) and TS are closed
 - ii. If you notice anyone parking there but not shopping at either the NAA or the TS, please notify Management.
 - h. Purses and other belongings may be kept with the volunteer, or stored on the volunteer hold shelves in the processing room while volunteering. The NASCCA is not responsible for damaged or missing personal items.
 - i. Clean work areas at the end of the work day. All supplies must be returned to the appropriate storage areas. Taking supplies or tools from the TS without prior approval will result in immediate dismissal.
 - j. Volunteers understand that they volunteer at their own risk and cannot hold the NASCCA or the TS responsible.
 - k. Keep your break area clean. All food and drink containers should be labeled, and kept in the break room with the exception of a water bottle.
 - l. Any theft reported or recorded by the video cameras will be investigated. If found to be true, the volunteer or employee will be asked to leave indefinitely.
 - m. Volunteers will only sort when assigned, and while an employee is on the premises. Sorting before/after the Management arrives/departs is not authorized.

3. Volunteer Rights and Responsibilities

- a. Volunteers are expected to act in a professional manner at all times, to include social media posts regarding the TS, the NAA or the NASCCA.
- b. Maintain smooth working relations with your fellow volunteers and Management.
- c. Maintain the integrity of the NAA and respect all confidences of Management, customers, and volunteers.
- d. Volunteer attendance is important to the operation of the NAA. Be dependable; if there is a change to your schedule please notify us ASAP so that we may make arrangements.
- e. If you will not be volunteering for an extended period of time, please notify the Management so arrangements may be made for someone to cover for your regular duties, if necessary.
- f. Volunteers are responsible for logging their volunteer hours for each shift via the digital recording method. Volunteers may add up to 30 minutes of travel time (round trip) when reporting volunteer hours.
- g. Notify Management immediately if injured while volunteering. An incident report must be submitted to Management as soon as possible and seek medical treatment as needed.
- h. While we appreciate your dedicated spirit, if you are ill please stay home and recover before returning to volunteer.
- i. Attend quarterly and additional TS safety meetings. If you need to schedule separately for training, please contact Management.
- j. A letter of recommendation or proof of volunteering may be produced upon request.
- k. Volunteers are always welcome to make suggestions in any aspect of the Thrift Shop. This may be done anonymously, and/or can be made to any member of Management

SECTION C

VOLUNTEER BENEFITS

1. Volunteers working a full shift (4+ hours) have “first choice” privileges, when they are volunteering at the Thrift Shop. Volunteers who have volunteered 20+ hours in the preceding 4 weeks are entitled to a 20% discount on all purchases for the following 4 weeks (sales and discounts cannot be combined).
 - a. Management will price donated items volunteers intend on purchasing.
 - b. Volunteers will place their name on the item and place it in their “Hold” bin on the designated shelf. Bins will be emptied daily, unless otherwise arranged with Management.
 - c. Items intended for purchase need to be taken to the register to be rung up by Management. If you are not leaving immediately, the purchased items can be held in a cabinet by the register until you have signed out for the day. All purchased items must be taken out of the front door of the TS.
2. Childcare expenses:
 - a. Reimbursement is available when pre-authorized by Management, for up to \$6/family when provided with a receipt from the Childcare provider which must include the date, time, and fee charged for services. Claims must be submitted before the end of the month for which child care was provided.
 - b. Volunteer Appreciation will be made as often as possible, where the NASCCA budget allows. This will be planned in cooperation with Management and the TS/AAC, incorporating volunteer suggestions.
3. Other benefits may be available, and are subject to change.

SECTION D

VOLUNTEER DISCIPLINARY PROCEDURES

1. Any volunteer abusing any privileges will be subjected to disciplinary action, as appropriate and will be documented by Management.
 - a. **1st Offense** –The Volunteer will be warned verbally detailing the offense and discuss ways to remedy it. A record of this will be made by Management and will be kept in the personnel file. The TS/AAC will do the same for a member of Management based on input received from Volunteers to the TS/AA Liaison or any TS/AAC member.
 - b. **2nd Offense** – The Volunteer will receive a written letter of warning indicating it is the second offense and detail or discuss ways to remedy it, noting the original offense and attempts to remedy it. This letter will be signed by the Volunteer and Management and will be kept in the personnel file. A copy will be given to the Volunteer and the TS/AAC will be notified. The TS/AAC will do the same for a member of Management based on input received from Volunteers to the TS/AA Liaison or any TS/AAC member.
 - c. **3rd Offense** – The Volunteer will receive a written letter of termination for their volunteer services detailing all of the offenses to date, remedies discussed, and subsequent outcomes as well as this third and final offense. This letter will be signed by the Volunteer and Management and will be filed in the personnel file. A copy will be given to the Volunteer. The TS/AAC will be notified. The TS/AAC will do the same for a member of Management based on input received from volunteers to the TS/AA Liaison or any TS/AAC member.
- b. Management may seek NASCCA approval to permanently remove a volunteer at any time with just cause.