



3047 Benner Pike, Bellefonte, PA 16823
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www.centrepeace.org

Position Title: Operations Support
Required Hours: Wednesday, Friday and Saturday 8am to 4pm
Tuesday and Thursday 10 am to 6 pm

Reports to: Operations Manager
Showroom Manager

FLSA: Non-Exempt

Summary:

The Operations Support role plays a key part in daily store operations. This position requires hands-on experience across all areas of the store, including donations, scheduling donation pickups, accurate sales documentation, pricing, merchandising, POS functions, and customer service. It supports the smooth and consistent operation of the showroom by ensuring proper handling and storage of sold items and timely communication with the Office Manager. We are seeking candidates who are committed to excellence and passionate about serving customers and our mission.

Due to the nature of our work with currently incarcerated individuals, ideal candidates for this position cannot be on probation or parole. Candidates must hold a valid driver's license and be able to pass a background check and drug test.

Skills Required

1. **Educational Background:** High School diploma or equivalent.
2. **Experience:** Minimum of one year of retail management experience, preferably in a customer-focused or mission-driven environment.
3. **Sales Expertise:** Familiarity with merchandise promotion, pricing, and sales techniques that support a positive customer experience and contribute to the success of the retail store.
4. **Physical Capability:** Ability to lift up to 75 pounds periodically during the day. Work requires frequent standing, bending, lifting, kneeling, and occasional work in awkward or confined positions
5. **Observational Skills:** Strong situational awareness regarding the activities of trainees, volunteers, staff, and customers. Ability to monitor trainee behavior, identify potential concerns, and conduct regular and random searches for contraband within the building and on CentrePeace property.
6. **Impartiality** Ability to interact with trainees without favoritism or bias. Must consistently report all rule violations to the Executive Director, regardless of the individual involved, and uphold all policies outlined in the Trainee Packet.
7. **Dependability:** Demonstrated reliability and punctuality for all scheduled shifts, with a commitment to supporting consistent showroom operations.
8. **Customer Service:** Strong customer service skills, including friendliness, courtesy, patience, and a positive, solutions-oriented attitude when interacting with customers, trainees, and volunteers.

Responsibilities

1. Workflow Support

- a. Maintain a consistent presence at the register during store hours to assist volunteers and serve as a backup cashier when volunteer coverage is unavailable.
- b. Input new Peaceful Perks customers, add points, and assist with maintaining accurate customer information within the Peaceful Perks program.
- c. Inventory and restock all register supplies, including register tape, forms, tape, shrink wrap, batteries, dish-wrapping paper, boxes, and T-shirt bags.
- d. Notify the Office Manager when supplies need to be ordered or replaced.
- e. Ensure all Sold Delivery and Sold Pickup Forms are completed fully and accurately, including the delivery fee line, additional items line, and stairs line. If a line does not apply, enter \$0.
- f. Verify that volunteers complete these forms correctly; customers are not permitted to fill out their own paperwork.
- g. Ensure all purchased furniture is properly tagged, its location clearly noted, and all delivery forms promptly provided to the Office Manager.
- h. Maintain a neat, organized, and welcoming register area, supporting ongoing presentation standards.
- i. Ensure price cards with barcodes are labeled, sorted, and organized at the register so managers have the tools needed for efficient pricing.
- j. Oversee daily store operations in the absence of management, functioning as the Manager on Duty.

2. Customer Service & Volunteer Relationships

- a. Provide excellent customer service by ensuring customer needs are met and questions are answered professionally and promptly.
- b. Build positive working relationships with volunteers, offering support, stepping in politely when assistance is needed, and guiding them through new or updated processes.
- c. Assist in training, coaching and supporting our register volunteers to ensure consistency, confidence, and accuracy in their work.

Certifications and Training:

1. PREA Training

Must attend annual Prison Rape Elimination Act (PREA) training at the Centre County Correctional Facility to ensure compliance with safety standards and awareness of reporting responsibilities.

2. Reentry Simulation Participation

Must attend at least one reentry simulation event coordinated by the Centre County Reentry Coalition or the Restorative Justice Institute of Penn State to deepen understanding of the challenges faced by returning citizens and support CentrePeace's restorative mission.

Additional Information: This job description outlines the primary duties and responsibilities but is not exhaustive. Additional tasks may be assigned as needed to support the mission and operations of CentrePeace.

Breaks and Meal Periods

Employees are scheduled to work eight-hour shifts. CentrePeace provides paid breaks and paid meal periods. Due to the nature of our business, you may occasionally be called away from your meal or break to assist in the showroom; you may return to your meal or break once the need has been addressed. If you prefer an uninterrupted meal period, or if you leave the property during your meal or break, you must clock out when you leave and clock back in upon your return, as you are not available to assist during that time.

Supervision and Attendance Notification

Immediate Supervisors

This position reports directly to:

- **Cliff Cagle**, Operations Manager
- **Kari Campbell**, Showroom Manager

Attendance Notifications

If you will be late or need to miss work due to illness, you must notify CentrePeace a minimum of one hour before your scheduled start time. All notifications are to be sent via group text message to:

- **Barbara Squires**, Executive Director – (814) 810-1542
- **Cliff Cagle**, Operations Manager – (814) 810-1723

Employees are expected to communicate promptly so appropriate coverage can be arranged and store operations remain uninterrupted.