



PITTSBURGH CENTER
for **CREATIVE REUSE**

Shop Backup Position Description and Call for Applications

Pittsburgh Center for Creative Reuse
214 N. Lexington St. Pittsburgh, PA 15208

www.pccr.org

Position Title: Shop Backup

Pay and hours: \$15/hour, part time, with the potential for growth

Benefits: Paid time off (includes personal days, sick days, and holidays), 50% staff discount in our shop, and paid professional development opportunities

Position Reports to: Shop Manager

Status: Hourly, At-will, and Non-exempt Employee

More details under “Pay and Benefits” and “Schedule Details” toward the end of this document.

Our Mission

Pittsburgh Center for Creative Reuse inspires creativity, conservation, and community engagement through reuse.

How we achieve our mission

We operate a non-traditional art supply shop located at the intersection of Wilkinsburg, Homewood, and Point Breeze, where people can donate used art and craft supplies, as well as shop for these unique items all in the same location. We also facilitate hands-on creative programming that educates the public about the benefits of reuse for the environment, community, and self. We see reuse as a vehicle for boosting self-confidence, learning new skills, and creating opportunity for all.

Pittsburgh Center for Creative Reuse is an equal opportunity employer and encourages all qualified persons of any race, ethnicity, gender identity, sexual orientation, ability, religion, national origin, age, and other characteristics to apply. Creative Reuse is for everyone - we are committed to equity and inclusion and strongly believe in the power of a diverse community. We encourage those from marginalized communities and identities to apply. Join us and be a part of the change you wish to see in the world!

About the position

Reporting directly to the Shop Manager, the Shop Backup offers assistance to customers in our nonprofit retail shop. Their primary duties include making all visitors feel welcome, assisting

customers in finding inspiration and supplies for their projects, arranging products on the display shelves, processing material donations, processing payments, and keeping the shop clean. This position will also work closely with other team members to assist with the retail operation, donation center, and overall organization.

Essential Duties and Responsibilities

- Staff the retail shop, shop events, and occasional special events (fundraisers, pop-ups, etc.)
- Provide friendly, excellent customer service while operating the register, answering the phone, and answering customer questions
- Process, price, and research donations
- Assist with keeping shop displays well organized, accessible, and appropriately stocked
- Assist customers with generating creative reuse ideas and with sourcing materials
- Assist Volunteer Coordinator with assigning tasks to interns and volunteers as needed
- Keep shop impeccably organized, tidy, clean, beautiful, and safe for all visitors
- Create signage for the retail floor that is appropriate, accessible, friendly, and within the established quirky voice of the Creative Reuse shop
- Maintain the space (clean bathrooms/kitchen, vacuum, take out trash/recycling, etc.)
- Maintain necessary shop records (donations, volunteers, discounts, etc.)
- Check and respond to work emails during each shift
- Attend hour-long weekly staff meetings (currently Mondays at 5:15pm) and other meetings as necessary

Knowledge, Skills, and Abilities

- Art/Reuse/Environment/Community:
 - Passion for the environment, creativity, and community engagement
 - Familiarity with and interest in fine art and craft materials, tools, and techniques
 - Familiarity and interest in the Pittsburgh art scene, art history, contemporary art, the DIY movement, upcycling, craft traditions, and creative reuse
- Organization/Retail:
 - Strong organizational skills, attention to detail, and great multi-tasking abilities
 - Great handwriting and interest in fostering sign making skills
 - An eye for design, display, and pleasing spatial arrangement
 - Money handling, basic mental math, and general math skills
 - Basic technology skills (Google Drive, emails, spreadsheets, using the internet and telephone)
 - Basic grammar, spelling, and writing abilities
 - Must be able to lift up to 50 pounds, bend, reach, lift, operate hand tools, and engage fine motor skills. Many tasks can be performed seated, but many require other types of movement. However, reasonable accommodation may be used to enable individuals with disabilities to perform the essential functions of this position. We value the lived experience and perspective that people with disabilities can bring to this position and encourage all to apply.

- People Skills:
 - Excellent communication skills
 - Personable, friendly, and easy-going
 - Able to manage conflict with grace, patience, and compassion
 - Ability to handle constructive feedback and make improvements
 - Ability to collaboratively discuss concerns and work as a team to find solutions
 - Comfortable communicating with a variety of people with diverse perspectives and backgrounds, ideas, and styles

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be used to enable individuals with disabilities to perform the essential functions. The work environment characteristics are representative of those an employee encounters in a retail, warehouse, and donation center environment.

Education/Experience requirements

Experience with customer service is a strong plus. No minimum education required.

Successful candidates for this position are:

- Passion for our mission of inspiring creativity, conservation, and community engagement through reuse
- Familiarity with environmental and climate-related concepts and a commitment to recycling, reuse, waste reduction, and other earth-friendly practices.
- Experience and skills in art-making and traditional, DIY, and upcycled crafts using reclaimed, repurposed, or found materials
- Passion for effectively working and engaging with people of diverse races, ages, ethnicities, cultures, genders, sexual orientations, and abilities
- Commitment to respectful communication, collaboration, inclusion, and consensus-building
- Organized, punctual, ability to work independently, and take initiative
- Professional manner, excellent people skills, positive attitude, and adaptability
- Willing to pitch in whenever and however is needed
- Committed to finishing projects swiftly and with high quality
- Unfailingly dependable and honest
- Able to easily produce quirky alliteration, puns, and jokes
- Willingness to work collaboratively and respectfully with the entire team to address diversity, equity, inclusion, access, and justice issues, plans, policies, and ongoing learning opportunities within our organization
- Passionate about learning new skills

About our Culture

Creative Reuse is a professional but casual workplace, where ripped jeans and paint splattered hoodies are the norm. We strive for excellence at all times, but we also recognize the reality and inevitability of imperfection. When we fail, we seek to view the lessons we learn as even more valuable than a relentless pursuit of perfection.

We are caring and compassionate for each other and for our community. We take care to avoid burnout by taking breaks, taking one for the team, picking up what others have dropped, and acting as a healthy organism that shifts and adapts as it grows. We take creative risks, we support one other in our special projects, and we check in with each other during every step of the way. We include each other in our thought processes, problems, plans, failures, and successes.

When we have conflict, we are open and honest with each other while keeping in mind that we are all awesome and we all have the best intentions - and we are all playing for the same team. We use kindness and consensus building (definition: creative problem solving and collaboration) to overcome obstacles. We work through issues as a team while understanding that some high level decisions are the responsibility of the board of directors and executive leadership. We understand that the non-profit structure of our organization has certain limitations while also allowing us certain benefits - everything is a delicate balance.

Ultimately, we strive to create a work environment that people actually want to work in! Our workday is full of art, reuse projects, jokes, laughter, surprises, obscure movie references, shared treats, long winded stories, and continual learning. We make space for everyone to be heard in the style they are comfortable with. We encourage each other to grow and take chances, and we - above all else - respect each other and use kindness as a tool for growth and transformation.

Sound like your kind of thing? Consider joining us!

Pay and Benefits

- This is a part-time position with the potential for growth. The starting rate is \$15 per hour.
- A 50% discount on purchases in the shop begins immediately upon employment.
- We offer 25% of a new hire's Paid Time Off (PTO) at the onset of employment and the rest is released at the end of a 6-month introductory period. PTO includes personal days, sick days, and holidays, to be used as the employee chooses.
- PTO is calculated based on hours worked, and additional hours are added each year of employment.
- Paid professional development opportunities are offered throughout the year.

Schedule Details: We are looking to fill one position for **up to 21 hours/week**. Applications will be reviewed on a rolling basis, so apply ASAP. Please submit applications by the end of the day on March 19, 2023. We are looking to fill shifts as soon as schedules allow.

- Shop Backup hours are one of four shifts: 10:30 AM - 5:30 PM, 10:30 AM - 3:00 PM, 2:30 PM - 5:30 PM, and 12:30 PM - 5:30 PM
- A half hour paid lunch break is available for shifts lasting more than 5 hours.
- At least one 10:30 AM - 5:30 PM shift on Saturday or Sunday is required.
- We create a set schedule that stays the same week after week.
- Please note that we are open every day of the week from 11 AM - 5 PM.
- We expect Shop Backups to be willing to take other staff members' shifts as needed.

To apply: Send us your resume and 2-3 references including your most recent supervisor, at a minimum. You may also consider sending: a cover letter, casual email introduction, short video intro, photos of art or reuse projects that you've made, and/or link to your website or social media. **Please send what feels best represents you**, and please do not feel dependent on traditional expectations for application materials. We want to know where you've been, where you want to go, and how Creative Reuse fits into your vision for a happy, fulfilling work experience.

Please send all items in one email to shop@pccr.org. You are also welcome to print and send your information to: Pittsburgh Center for Creative Reuse 214 N. Lexington St. Pittsburgh, PA 15208, or stop by and hand us your printed materials during our open hours. No phone calls, please.

When you're considering which application materials to send, please take into account that we are most interested in the following information:

- why you'd like to work with us
- how your skills, experience, and interests fit with our mission
- if you already know us and use our services or if you're brand new to us
- your availability, starting immediately

Thanks for considering joining our fun, crafty, and quirky team! Any questions can be directed to shop@pccr.org.