



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 (around 17-20 hours per week), 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

Applications due: January 26, 2025

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.

Join us and be a part of the change you wish to see in the world!

- Creative Reuse is for everyone - we are committed to creating an inclusive, accepting culture, and we strongly believe in the collective power of a diverse community. We encourage those from marginalized communities and identities to apply. We believe that different perspectives, experiences, and backgrounds are beneficial to us as a team and to the work we do for our community.
- Pittsburgh Center for Creative Reuse is a proud equal opportunity employer and encourages all qualified persons of any race, ethnicity, gender, sexual orientation, ability, religion, national origin, age, and other protected characteristics to apply.

- Please remember that a job description is just a brief snapshot of an overall position, and that training is part of the on-boarding process, so if you see specific tasks or qualifications that you don't have experience with - but you've got passion to learn and to contribute to our mission - please apply!

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.
- We are seeking a creative, organized, and adaptable person who enjoys working in a small team of committed individuals who believe in the mission of Creative Reuse and the impact that reuse can have in our personal lives and greater community. Above all else, we are seeking to add a member to our team who has a kind, compassionate, and collaborative communication style.
- Our work style is non-traditional, experimental, and highly reliant on each team member's commitment to doing their job well, on time, and in line with organizational values. If you thrive in a team environment, and find that you excel when working on a large project with others, while taking care of several ongoing smaller tasks on your own, this job may be for you.

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 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 from 6-7 PM) and other meetings as necessary

Knowledge, Skills, and Abilities

- **Art, Reuse, Environment, and 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 and Independent Working**
 - Strong organizational skills, attention to detail, and great multi-tasking abilities
 - Money handling and general math skills
 - Able to prioritize and manage multiple projects simultaneously
 - Great handwriting and interest in fostering sign making skills
 - An eye for design, display, and pleasing spatial arrangement
 - Basic technology skills (Google Drive, emails, spreadsheets, using the internet and telephone)
 - Basic grammar, spelling, and writing abilities
- **Working on a Team**
 - Excellent communication skills
 - A commitment to kindness
 - 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
 - Flexibility and patience with changing priorities
 - Ability to work independently and with others
 - Respect for confidentiality of information
 - Willingness to pitch in on both complex and simple tasks as needed

Physical Demands

- We value the lived experience and perspective that people with disabilities can bring to this position, and we encourage all to apply. We are sharing the physical demands here so that interested applicants can have an idea of what this position will look like in practice. Reasonable accommodation may be used to enable individuals with disabilities to perform the essential functions of this position.
- The work environment characteristics are representative of those an employee encounters in a retail, warehouse, and donation center environment. Other work includes virtual and telephone communication, demonstrating volunteer tasks, staffing outside events, and physical tasks such as processing donations and cleaning/maintenance duties. The majority of tasks can be performed standing or seated, but some require other types of movement, such as lifting up to 35 pounds, bending, reaching, operating hand tools, and engaging fine motor skills.
- The work environment is unique. It is a 4200 sq ft retail center with an attached warehouse, which is housed within an even larger building with many other tenants of various types,

including community organizations, retail, educational, industrial manufacturing, a dance studio, and a bike repair shop.

- The work environment can sometimes present unexpected challenges due to the nature of its location in a 100+ year old building alongside other organizations, and can include maintenance issues, dust and allergens, sounds, smells, unpredictable temperatures, and the various unexpected social situations that arise while working with the public. You will be working alongside at least one other Shop Backup at all times, and other staff members are typically present in the warehouse or office as well.

Education/Experience requirements

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

Successful candidates for this position have:

- Passion for inspiring creativity, conservation, and community engagement through reuse
- Passion for effectively working and engaging with people of diverse races, ages, ethnicities, cultures, genders, sexual orientations, and abilities
- Passion for inclusion, accessibility, equity, and engagement with all segments of our community
- 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
- Excellent people skills, positive attitude, adaptability, and cooperative nature
- The ability to work independently, take initiative, and stay organized
- The ability to easily produce quirky alliteration, puns, and jokes

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.

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.
- We do not currently offer traditional benefits such as medical or retirement accounts, but our board of directors is investigating possibilities for the future.

Schedule Details

We are looking to fill **between 17 - 20 hours/week** with potential for growth. We will be reviewing applications on a rolling basis and aiming to fill the position as soon as possible. Training will commence promptly following the hiring process. Please note that applications will not be accepted after January 26, 2025.

- Shop Backup shifts are scheduled between 10:30 AM - 5:30 PM but can be split into smaller shifts depending on availability.
- Weekday availability required.
- A half hour paid lunch break is available for shifts lasting more than 5 hours.
- We create a set schedule that stays the same week after week.
- Please note that our retail center is 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.

How to Apply

- We'd like to receive the following:
 - Some kind of resume or list of previous experience, employment, and/or education
 - A brief introductory email or cover letter (no more than 1 page), or short video intro (no more than 3 minutes)

- 2-3 professional references including your most recent supervisor, if applicable. (Example: Reference name, relationship to you, time known, school/workplace connection, contact info)
- Optional: photos of art or reuse projects that you've made, and/or a link to your website or social media
- Please send us what represents you the best, and please do not feel dependent on traditional, formal expectations for application materials.

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

- Your regular weekly availability, starting immediately
- Why you'd like to work with us
- The kind of work environment you thrive in or enjoy contributing to
- How your skills, experience, and interests fit with our mission
- How Creative Reuse fits into your vision for a fulfilling work experience
- If you already know us and use our services, or if you're brand new to us

How to send in your application

- We prefer that you send all items in one email at shop@pccr.org.
- Alternatively, you are welcome to print and send your information to:
Pittsburgh Center for Creative Reuse 214 N. Lexington St. Pittsburgh, PA 15208.
- You can also stop by and hand us your printed materials during our open hours.

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