

WINGS Volunteer Position Description

Title: Resale Store Volunteer

Goal: WINGS seeks dedicated volunteers to assist with store operations, ensuring Wings Resale can continue funding vital programs and services for individuals in search of safety and independence from domestic violence.

Location:

WINGS Niles Resale Store
8349 W. Golf Rd. Niles, IL 60714

WINGS Arlington Heights Resale Store
1302 N. Rand Rd. Arlington Heights, IL

WINGS Schaumburg Resale Store
300 W. Golf Rd. Schaumburg, IL

Age Requirements:

- Volunteers 14+ may volunteer independently
- Volunteers ages 12–13 must be accompanied by a parent or guardian

Commitment & Impact:

Our volunteers are truly the heart of our organization. Their time, energy, and compassion make it possible for us to serve our community in meaningful and lasting ways. To set every volunteer up for success, we provide a thorough orientation and training program that ensures they feel confident, prepared, and supported from day one. Because our work depends on consistency and reliability, we ask for a minimum commitment of 2-4 hours a week. This level of involvement allows volunteers to build relationships, develop skills, and make a real impact. Your ongoing support doesn't just help us operate; it strengthens our entire community. All volunteer schedules are arranged in advance.

Description: As a volunteer, you'll have the option to help with cashiering, tagging, sorting, merchandising, and special projects, all while sharing, laughter, and building meaningful connections with customers and fellow volunteers.

About the WINGS Resale Store

Every day, our stores receive generous donations from local merchants and community members. These new and gently used items are sold to the public, with all proceeds directly supporting our shelters, counseling, and other vital services for individuals rebuilding their lives after domestic violence and homelessness.

Resale Stores are our most consistent source of program funding, and they also provide free merchandise to WINGS residents as they work toward safety, stability, and independence.

Volunteers make this mission possible. By giving your time, you're not just helping in the store, you're creating hope, safety, and opportunity for those who need it most.

Safety Note: Close-toed shoes are required to minimize the risk of injury.

Volunteer Positions:

Sorter:

Description: Sorters warmly welcome donors, thank them for their generosity, and inspect donated items for quality. Working individually or as a team, they sort items into categories, such as women's clothing, children's toys, books, accessories, and more for pricing and processing. Sorters may also prepare items for storage or transport. Every task helps ensure our stores provide hope, safety, and independence for those rebuilding their lives.

Merchandiser:

Role: Perfect for someone who loves decorating and creating eye-catching displays.

Description: Merchandisers design beautiful displays, price items, and keep departments stocked and organized. Working as part of a team, they bring creativity to product placement and help make the store welcoming and inspiring. Depending on the day, tasks may also include assisting customers, supporting the cashier, or helping with general store upkeep.

Depending on the day, Merchandisers may also:

- Assist customers in finding items
- Support the cashier with bagging
- Help return unpurchased items to the correct location
- Contribute to general store upkeep

Cashier:

Role: Be the welcoming face of WINGS Resale, creating a caring and purposeful shopping experience.

Description: Cashiers greet every customer with warmth, answer simple questions, and ensure smooth, pleasant transactions. This role is central to building connections on the sales floor and supporting our mission. At times, you may assist with other front-of-store tasks. Training is provided.

This role is a great fit if you:

- Feel comfortable (or are eager to learn) working with a cash register and handling transactions
- Have basic math skills and can confidently give change
- Enjoy being part of a supportive, diverse team
- Bring a friendly smile, warm energy, and a heart for helping others

- Are open to helping with other store projects when needed
- Can commit to volunteering 2–4 hours a week

Want to support families rebuilding their lives after domestic violence and homelessness. Together, we change lives and raise awareness in our community, we would be honored to have you join us, we look forward to working alongside you. If you like to join, please email Bruna: bsrb@wingsprogram.com