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<b>Job Title:</b>	Boutique & Volunteer Coordinator
<b>Reports to:</b>	Associate Director
<b>Classification:</b>	Exempt
<b>Status:</b>	Full-Time

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## About The Kindness Project

At The Kindness Project (TKP), we believe every child deserves to feel valued, supported, and loved - especially those navigating the foster care journey. Based in Emmaus, PA, we provide free essentials to children and teens in foster care across the Lehigh Valley and beyond.

Through our free boutique, **The Kindness Exchange**, kids and families “shop” for clothing, shoes, car seats, baby gear, beds, hygiene items, and more - all at no cost. Our **Kindness Connections** program adds enrichment opportunities in sports, art, music, dance, family events, and support groups. And with our new **Kindness Express** mobile boutique, we’re hitting the road to bring these resources directly to the communities that need them most.

If you’re someone who believes kindness can change the world - and you get as excited about color-coded calendars and neatly organized racks as you do about making a difference - you might be the person we’re looking for.

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## About the Role

We’re searching for a friendly, detail-loving, people-powered **Boutique & Volunteer Coordinator** to be the heartbeat of our boutique and volunteer programs.

This is a dynamic, hands-on role where no two days look the same. One day, you might be leading a group of volunteers in sorting donations or helping a teen pick out the perfect outfit for a job interview. Then next, you’re brainstorming new volunteer appreciation ideas, tracking inventory, or hopping on the Kindness Express to deliver essentials to families.

If you thrive on juggling tasks, love working with people, and have a heart for service, this role will give you the chance to make a direct, daily impact - and have fun doing it.

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## What You’ll Do

### ✨ Volunteer Magic-Making

- Be the welcoming face for all things volunteer: recruit, train, schedule, support, and cheer them on!
- Help create training materials and clear, friendly standard operating procedures (SOPs) with our Executive Team.
- Collaborate with volunteer committees, attend meetings, and turn big ideas into action.
- Build relationships and keep volunteers engaged through regular communication, feedback, and recognition.
- Keep volunteer records organized for reports, grants, and board updates.
- Dream up creative volunteer recruitment strategies — including social media content and community outreach.
- Coordinate projects with local businesses, schools, and organizations.



## Boutique Brilliance

- Keep The Kindness Exchange running like a dream - from quality control and seasonal transitions to inventory tracking and donation drives.
  - Make the boutique welcoming, dignified, and joyful for every child and family who walks through our doors.
  - Support volunteers during boutique hours (including weekends), helping them shine and keeping the space functional and fun.
  - Create task lists and guide weekend volunteer shifts with clarity and kindness.
  - Collaborate with the team on Amazon Wish List updates, website refreshes, and inventory system improvements.
  - Assist with the coordination and operations of **The Kindness Express**, our mobile boutique on wheels.
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## What You Bring


- A knack for organization and multitasking (Type A and proud? Perfect.)
- Warm, clear communication skills - both written and spoken - are required.
- A collaborative spirit and comfort working with all kinds of people.
- Experience with volunteer coordination, retail, or inventory management is a big plus.
- Proficiency in Google Workspace, Zoom, and Canva. General tech-savviness helps!
- Experience with Salesforce (or other CRMs) and social media? Even better.
- A deep belief in TKP's mission and a desire to make a difference.
- Being bilingual (English/Spanish) is a major plus! Many of the families we serve speak Spanish, and this skill will make an even bigger impact.

*A degree in Business Management, Retail Merchandising, or a related field is a plus — but passion and experience matter most.*

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## The Details

 **Time Commitment:** Full-time (40 hours/week), with weekends required and occasional evening meetings.

 **Location:** Primarily at The Kindness Exchange (Emmaus, PA), with some remote work and occasional off-site events.

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## Physical Requirements


- Ability to stand for extended periods.
  - Ability to lift up to 20 lbs.
  - Ability to bend, stoop, climb, and reach overhead.
  - Comfortable leading cleaning and maintenance tasks as needed.
  - Ability to operate a cell phone, computer and standard office equipment.
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## Compensation & Benefits

 **Compensation:** Competitive salary commensurate with experience.

 **Time Off:** 10 days paid personal/vacation leave in your first year, all major U.S. holidays, **plus your birthday off to celebrate you.**

 **Growth Opportunities:** Potential for performance-based bonuses and professional development support.

 **Perks:** Work in a mission-driven, supportive environment where your ideas are valued and your work directly impacts children and teens in foster care every single day.

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## Other Duties

This job description is not exhaustive. Duties, responsibilities, and activities may change at any time with or without notice.

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✨ **Ready to lead with kindness?** Apply today and help us make sure every child in foster care knows they are seen, supported, and loved. Email Jenae at [Jenae@mykindnessproject.org](mailto:Jenae@mykindnessproject.org).