



**Volunteering at the DoubleTake ATX Shop**  
6318 Burnet Road | Austin, TX 78757

Interested in volunteering at the DoubleTake ATX shop? The process is easy and fairly quick. Please read and consider the following carefully in order to understand what we will require of our fabulous team members.

**1. Application Process:**

- a. Contact [lynne@doubletakeatx.org](mailto:lynne@doubletakeatx.org) for a volunteer application
- b. Our application process requires personal references, a standard criminal background check and a brief interview
- c. If you are already a volunteer with Center for Child Protection and have been through the background check process, please request and submit the DoubleTake CCP Volunteer version
- d. If you are a Minor (under the age of 18), you will need a parent or guardian signature on documents

**2. Once you are notified of your volunteer status:**

- a. Review and sign the Volunteer Pledge as well as the Media Release (optional)
- b. Please understand that the final volunteer schedule will be set by the General Manager and posted/distributed weekly. This will ensure:
  - i. We have diversity in our team mix each shift (e.g., skills, styles, ages, personalities)
  - ii. We have the right skill sets on the right shifts (e.g., heavy lifting vs spreadsheet work vs hanging jewelry)
- c. Login to the Online Volunteer Gear Portal and order your preferred t-shirt and any other gear you'd like to wear when serving as a volunteer (you can also choose to wear your own garment and have it monogrammed at Monogram Lady on Far West Blvd.)
- d. OR make sure that if you will be working on the retail floor, you wear our brand colors: navy, cream/khaki, red/burgundy and/or white. Those working in the back during the week do not need to adhere to that.

**3. What to expect:**

- a. Training in key areas where volunteers will serve. Please note that not all volunteers will serve in all areas, as special training and proficiency is needed on \*these activities.
  - i. Donation intake, sorting, curating
  - ii. Cleaning, tagging, labeling, and steaming
  - iii. Merchandise distribution to retail floor
  - iv. Customer Service and loss prevention on retail floor
  - v. Pricing and inventory management\*
- b. Three-hour shifts with a start-time and end-time. We're sorry, but we cannot accommodate flex-hour volunteers as each shift will have a group of volunteers working in tandem. *These store hours and related shifts may when/if we change our open hours. Currently the shop is closed Mondays and Tuesdays.*  
**Shifts are Wednesdays – Sundays: (Shift 1) 11:30– 2:30 (Shift 2) 2:30 – 5:30.** *Currently, most weekday work is back-of-the-house, while weekend work is on the retail floor. This can change as traffic in the shop changes.*
- c. A LOT of physical activity and conditions to consider. Working in this resale environment is physically demanding. At the very least, you will be lifting heavy bags and boxes, moving merchandise, reaching, bending, squatting, and generally being on your feet and moving for the full three-hour shift. We will have a small break area where you can rest. We will work hard to accommodate volunteers who have more physical limitations; those may require a specific day/time shift to plan for that more limited activity. There are also a lot of allergens that we cannot control such as: cleaning products (although ours will be mostly non-toxic), fragrances, dust and other irritants that may come in with the donations. If you are physically bothered by allergens or have an aversion to handling unclean items, this may not be the ideal volunteer role for you.
- d. A fun time and new friends! We are excited to have a mix of volunteers from all over Austin!