DfG Shop Coordinator

Job Title:	DfG Shop Coordinator
Classification:	20-30 hours per week, part-time, non-exempt, hourly
Location:	American Fork, UT *This role requires working one to two evenings per week and occasional weekends to support Volunteer Center operations.*
Reports to:	Volunteer Center Manager
Supervisory Role:	Supervises a team of 10-15 weekly volunteers

About the Organization

Days for Girls International (DfGI) is an award-winning non-profit that has reached more than 4 million women and girls in 145 countries on six continents with quality, sustainable menstrual care solutions. With a mission to "Create a World Where Periods Are Never a Problem", we are working to shatter the stigma and limitations associated with menstruation by reaching six million people by 2029, providing access to menstrual health education, products, and advocacy by supporting the life-cycle of the menstrual experience at school, work, home, and in times of crisis. Our core values guide everything we do, including hiring decisions. These include:

- **Locally-led, Globally Connected**: Those closest to the problem are closest to the solution.
- **Menstrual Dignity for All:** Inclusive, community-centered approach to generational change.
- **All About the Data:** We listen, learn & evaluate to create innovative programs.
- **Make it Happen:** Responsive, sustainable solutions to meet menstrual needs now & in the future.
- **Joy-fueled:** We bring joy to our work and celebrate every cycle.

DfG is an equal-opportunity employer that values diversity, equity, and inclusion. We do not discriminate on the basis of race, ethnicity, religion, national origin, sexual orientation, gender identity, age, marital status, veteran status, or disability status. Women, BIPOC, and LGBTQIA2S+ people are strongly encouraged to apply.

Position Overview

The DfG Shop Coordinator manages the day-to-day operations of the Days for Girls Shop at the Utah Volunteer Center, ensuring volunteers, Chapters, Teams, and community supporters have access to the materials and products they need to support the Days for Girls mission.

This position oversees shop organization, product offerings, inventory, sales, customer service, and order fulfillment, creating a welcoming and engaging experience for everyone who visits or purchases from The Shop.

Working closely with the Volunteer Center Manager, Community Engagement Coordinator, and Days for Girls International Development and Communications Team, the Shop Coordinator helps grow sales, maintain accurate inventory, improve shop processes, and build a financially sustainable Shop that is both a (fun!) value-add back to our volunteer community and supports the broader mission of Days for Girls.

This role requires working one to two evenings per week and occasional weekends to support Volunteer Center operations.

Key Responsibilities

Shop Operations & Customer Experience

- Manage the day-to-day operations of the DfG Shop, maintaining a welcoming, organized, and accessible environment.
- Assist Chapters, volunteers, and customers with product selection, purchases, orders, and inquiries.

- Maintain attractive product displays, accurate pricing, and well-stocked merchandise.
- Process sales, payments, and customer orders accurately and efficiently.
- Create a positive customer experience (such as handwritten thank-you notes sent with each order) that encourages ongoing engagement and support for Days for Girls.

Inventory, Sales & Financial Management

- Maintain accurate inventory records, monitor stock levels, and coordinate replenishment and order fulfillment.
- Receive, organize, and track merchandise, supplies, and kit-making materials.
- Monitor sales, revenue, and expenses, providing regular updates to the Volunteer Center Manager and Days for Girls International leadership.
- Identify fun, trending, and seasonal opportunities to add new merchandise offerings, increase sales, reduce costs, and improve the Shop's financial sustainability.

Leadership & Culture

- **Provide strong, consistent leadership.** In partnership with the Utah Volunteer Center Manager and Shop Coordinator, help establish, maintain, and continually strengthen the culture, operations, and overall effectiveness of the Volunteer Center.
- **Keep the Volunteer Center moving toward its objectives.** As part of the Volunteer Center Leadership Team, meet weekly to review objectives, discuss challenges, problem-solve, and think creatively about solutions and opportunities.
- **Continuously improve.** Regularly evaluate systems and processes, looking for opportunities to make things better, more efficient, and more effective. Take initiative in implementing improvements.
- **Create a vibrant, welcoming community hub.** Ensure the Volunteer Center has a positive, inclusive, and mission-aligned culture. Everyone who walks through the doors should have a positive experience, feel part of the Days for Girls community, and have the opportunity to experience the joy of service and make a tangible difference in the lives of girls around the world.

- **Protect and champion our inclusive, nonpartisan culture.** Days for Girls is nonpolitical and nonreligious, bringing people together around a shared commitment to transforming how the world understands and experiences menstrual health. In a world where so much divides us, the Volunteer Center is a place where people from all walks of life can come together in service of something we can all believe in: ensuring every girl has what she needs to thrive. T

Volunteer Center Collaboration & Support

- Work closely with the Volunteer Center Manager and Community Engagement Coordinator to support Center operations, events, and volunteer activities.
- Help Chapters and volunteer teams access the materials and resources they need.
- Create a positive customer experience that encourages ongoing engagement and support for Days for Girls.
- Maintain safe, efficient Shop operations and contribute to improvements in systems and processes.

Qualifications & Experience

- Experience in retail, customer service, inventory management, order fulfillment, or comparable operations.
- A welcoming, service-oriented approach that creates a positive experience for customers, volunteers, and community supporters.
- Strong organizational skills and attention to detail, particularly when managing inventory, orders, and financial transactions.
- Confidence using spreadsheets, inventory systems, point-of-sale systems, or similar technology.
- Experience processing orders, handling payments, or maintaining accurate sales and inventory records.
- Ability to manage competing priorities, solve problems, and follow through on commitments.
- Clear communication skills and the ability to work effectively with staff, volunteers, customers, and suppliers.

- A practical, hands-on approach and willingness to support both daily Shop operations and special events.
- Ability to identify opportunities to improve customer service, sales, and operational efficiency.
- Commitment to Days for Girls' mission and enthusiasm for connecting local volunteer contributions to global impact.

Physical Requirements

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional standing, walking, bending, and reaching, particularly when reviewing or organizing inventory or physical files.
- Ability to lift up to 25 pounds occasionally
- Visual acuity to read printed materials and computer screens.
- Manual dexterity for using a keyboard, calculator, and other standard office equipment.