

Operations Committee

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Category	Item	Responsibility
Volunteers	Create schedule, monitor staff levels, client slots, volunteer emails	
	Onboarding of new volunteers	Joy/Jackie
Running the store	Team leaders: Front of house Back of house	Donna/Joan/Jennifer Dave/John P.
	Schedule metal and cardboard pickups	Jackie/Dave
	Liaison with landlord	Dave/Bob
Inventory	Cycle counts	Ann/Dave
	Order mattresses/platforms	Dave/Sue
	Co-ordinate 1-800, Carmel, and AI	Dave/Jackie (Back-up - Bob)
	Monitor inventory levels for client shopping	Joan/Donna
Social Media	Work with social media team	Joy/Jennifer
Accounting	Open mail, deposits, banking, organize receipts	
	Hold credit cards, have check signing authority	Bob/Dave
Admin	Order supplies Thank you notes to donors	
	Manage Amazon and Target wish lists	Donna (with personal shoppers)
Call Center	Clients and Agencies	Joan
	Client reminder calls	Joy/Donna
	Donor emails	Jeff (Sunday/Monday) Joan (Tuesday) Leslee (Wednesday) Jennifer (Thursday) Katherine (Friday/Saturday)
	Transport schedule	John/Jeff