

Peace Arch Hospice Society

Position Description

Position Title: Thrift Store Supervisor
Reports To: Thrift Store Manager
Hours of Employment: 37.5 Hours Per Week

POSITION SUMMARY

Working in a team environment, the Thrift Store Supervisor is primarily responsible for opening and closing of the store, customer support, managing Point of Sale, merchandising, and optimizing sales. The Store Supervisor is responsible for supporting clients and volunteers. The Store Supervisor must be familiar with all aspects of the operations including Receiving, Floor, Cashier, and Coordinating Volunteers in order to effectively be able to cover all positions in their absence.

DUTIES AND RESPONSIBILITIES

Stock Control/Coordination:

- Progressive movement of donated goods from sorting to the floor as soon as possible.
- Consistently monitors quality and pricing of goods with volunteers.
- Keeps clean, organized donation areas and storage areas, free from unwanted clutter throughout the day, and meets health and safety guidelines.
- Closes and secures waste and recycling bins, and donation areas at end of day as needed.
- Keeps work areas stocked with supplies and necessary equipment, advising Manager when supplies are running low for ordering/replenishment.
- Directs volunteers, and performs tasks when needed, with sorting, evaluating, pricing, distributing and organizing for sale.
- Mobilizes crew to move and arrange stock to the display areas.
- Provides inputs for what items to advertise on social media and other sources, in order to move inventory.
- Maintains safety of customers and volunteers.
- In conjunction with the Manager and other staff, plans and implements for Seasonal Changeover or special themes (Christmas, Halloween, others), that include the stocking of special items and its release for display/sale at the appropriate time.

Customer Service and Volunteer Support:

- Upholds all values and adheres to all policies and procedures of the PAHS, representing the Society in a professional and courteous manner.
- Provides quality service to customers, donors, and volunteers by providing information and addressing concerns maintaining confidentiality as necessary.
- Ensures Store's Policies and Procedures Manual and Volunteer Handbook is adhered.
- Addresses any human resources issues in a timely and professional way. If needed, seek the assistance of Manager to resolve issue or conflict.
- Assists in organizing and attends volunteer appreciation functions.
- Trains volunteers in various tasks.

Store Operations:

- Ensures safety and security of those inside the store is maintained.
- Maintains an organized and clean area.
- In coordination with the Manager and Supervisors, replenishes stock on display when running low or empty, whenever inventory is available.
- Directs volunteers on areas of concentration for client services.
- Provides assistance to cashier(s) and does the cashiering duties as a reliever or when there is shortage of volunteers or staff.
- Opens and/or closes the Store.
- Makes daily deposit.
- Fills in when necessary for holiday relief.
- Provides input for an efficient, friendly and customer service focused operation of the Store.
- Assists in implementing changes to Store operations.

Other General Duties:

- Follows all safety guidelines and procedures to ensure a safe store/work environment including health and fire regulations, taking immediate action to address safety/security concern when necessary.
- Attends and participates in Team meetings as required.
- Office work including updating sales statistics, phoning volunteers, others.
- Staff relief during planned and unplanned absences.
- Other duties as assigned.

QUALIFICATIONS

- Minimum high school diploma or equivalent.
- Physically fit and must be able to lift and carry donation items weighing up to 20 pounds unassisted.
- Must be able to sustain if needed a full 8-hour day of standing, walking, bending, and lifting.
- Able to present a police clearance due to handling of funds.
- Flexible to work on non-scheduled days due to unforeseen staff and/or volunteer absences.

ABILITIES, SKILLS, & KNOWLEDGE

This position requires an individual who possesses:

- An appreciation for working with volunteers and representing a Charitable Society.
- Highly developed organizational skills.
- An understanding of designer brands and/or collectibles.
- Excellent interpersonal and communication skills, with leadership skills to supervise volunteers.
- 3 – 5 years clothing and/or merchandise retail management an asset.
- Experience working in a retail store or thrift store an asset.
- Able to work both independently and as a team member.
- Ability to be flexible, multi-task and work with a variety of people in a busy work environment.
- Computer skills – Microsoft Word, Excel, Outlook.

Hourly rate to start: \$19/hr. Extended benefits after a probationary period.

To apply for this position, please send a cover letter and your resume to:

contactus@pahospicesociety.org Attention: Administration. No phone calls please.

We thank all those who apply but only suitable candidates will be contacted.