

Peace Arch Hospice Society

Position Description

Position Title: Thrift Store/Receiving Supervisor

Reports To: Executive Director

Hours of Employment: 16 - 40 Hours Per week

Position Summary

Working in a Team environment, the Store and Receiving Supervisor covers two areas of the store: Floor Area Supervision and Receiving. Supervision and support of volunteers is a necessary requirement, along with strong customer support. The Store and Receiving Supervisor must be familiar with all aspects of the operations.

FLOOR SUPERVISION: This position is responsible for opening and closing of the store, customer support, managing Point of Sale, merchandising, and optimizing sales when covering the Floor. The Store Supervisor is responsible for supporting customers and volunteers.

RECEIVING: This position is responsible for accepting and receiving donated items when king in the receiving area. This includes the control and coordination of the intake of donations, sorting, organizing, pricing, quality control, storing and disposal.

Duties and Responsibilities

Stock Control/Coordination

- Acceptance and/or refusal of donated goods including hard goods, soft goods and furniture.
- Consistently monitor quality and pricing of goods with volunteers.
- Directs volunteers and performs tasks when needed with sorting, evaluating, pricing, distributing and organizing for sale.
- Continual, progressive movement of donated goods from the sorting area to the floor as soon as possible.
- 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.
- Meet health and safety guidelines by keeping the receiving and storage areas clean, organized, and free from unwanted clutter throughout the day.
- Monitor and execute disposal of unacceptable donations and/or recycling of materials on a daily/weekly basis.
- Closes and secures waste and recycling bins at end of day, and donation areas as needed.
- Keep work areas stocked with supplies and necessary equipment and advise the Business & Inventory Manager when supplies are low for ordering and replenishment.
- Maintain safety of customers and volunteers.

- In conjunction with the Business & Receiving Manager, and other staff, plan and implement Seasonal Changeovers or special themes (Christmas, Halloween, etc.) which includes the storage of special items and its release for display/sale at the appropriate time.

Customer Service and Volunteer Support

- Uphold all values and adhere to all policies and procedures of the PAHS, representing the Society in a professional and courteous manner.
- Provide quality service to customers, donors and volunteers by providing information and addressing concerns while maintaining confidentiality as necessary.
- Ensure Store Policies and Procedures Manual and Volunteer Handbook is adhered.
- Address any human resources issue in a timely and professionally way. If needed, seek the assistance of Executive Director to resolve issues or conflicts.
- Assist in organizing and attend volunteer appreciation functions.
- Train volunteers in various tasks.

Store Operations

- Ensure and maintain the safety and security of those inside the store.
- Maintain an organized and clean area.
- In coordination with the Business & Inventory Manager, replenish stock on display when running low or empty, when inventory is available.
- Direct volunteers on areas of concentration for customer services.
- Provide assistance to cashiers and, when there is a shortage of volunteers or staff, provide relief or perform the cashiering duties as needed.
- Open and/or close the Store.
- Make daily deposit.
- Fill in when necessary for holiday relief.
- Provide input for an efficient, friendly, customer service focused operation of the Store.
- Assist in implementing approved changes to Store operations.

Other General Duties

- Follow all safety guidelines and procedures to ensure a safe store/work environment including health and fire regulations and, when necessary, taking immediate action to address safety/security concerns.
- Attend and participate in Team meetings as required.
- 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 50 pounds unassisted.
- Must be able to sustain, if needed, a full 8-hour day of standing, walking, bending and lifting.
- Must complete a criminal record check.
- Must be flexible to work on non-scheduled days due to unforeseen staff and/or volunteer absences.

Abilities, Skills and 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 as well as leadership skills to supervise volunteers.
- the ability to work both independently and as a team member.
- the ability to be flexible, multi-task and work with a variety of people in a busy work environment.
- proficient computer skills in Microsoft Office.

Three - five years' experience working in a retail, thrift store, or clothing and/or merchandise management considered an asset.

This position pays \$15.00 per hour with Benefits starting after probationary period.

Closing Date: Monday, April 22, 2019

Please mail or email your cover letter and resume to:

Administration
Peace Arch Hospice Society
15435 – 16a Avenue
Surrey, BC V4A 1T2

contactus@pahospicesociety.org

We thank all applicants, but only those considered for an interview will be contacted.
NO PHONE CALLS PLEASE.