



Grief has no timeline

# Ridge Meadows Hospice Society

Contract Position: **Assistant Thrift Store Coordinator**

Reports to: **Thrift Store Coordinator**

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## Position Description

### Summary:

The Assistant Store Coordinator shall coordinate the daily operations of the **Ridge Meadows Hospice Thrift Store**, including: volunteer management, control of daily and petty cash, implementation of established pricing and other policies. Must be able to manage volunteers by jointly establishing guidelines, providing coaching and problem solving support while empowering volunteers.

### Key Responsibilities

- Carry out leadership role with integrity and promote the same within volunteers and staff.
- Control daily cash receipts/sales tapes, manage petty cash and prepare bank deposits for pick up by office administrator, order supplies and implement pricing and other policies.
- Provide leadership to volunteers so they in turn can provide direction on: donation intake, inventory control, sorting practices, pricing, culling, customer service.
- Ensure loss prevention safeguards are in place.
- Provide scheduling, ongoing training, support, recruitment and orientation of thrift store volunteers to ensure the store operates in accordance with established guidelines.
- Manage the efficiency of the thrift store by monitoring volunteer daily task lists, ensuring work is allocated effectively.
- Monitor and execute disposal of unacceptable donations, culling residuals and garbage.
- Strive for optimum store sales and displays are maintained
- Maintain thrift store records and volunteer data.
- Maintain positive volunteer, staff and customer relations by responding to problems or issues that have evolved and ensuring that they are handled appropriately, while reporting to the Thrift Store Coordinator or designate.
- Ensure volunteers are properly trained on operational procedures, and communicate information to other team members as appropriate.
- In conjunction with Store Coordinator organize volunteer meetings, plan and implement volunteer support and collect data including volunteers' hours.
- In conjunction with Store Coordinator, work with other Hospice Society Staff in organizing volunteer events and establishing a volunteer development program.
- Liaise with community businesses and other sources for volunteer recruitment and donation intake.
- In conjunction with Store Coordinator, provide verbal updates on a regular basis and monthly written reports on the operations and staffing to the Executive Director.
- Maintain overall safety of customers and volunteers.
- Ensure thrift store remains a tidy and friendly place in the community.
- In conjunction with Store Coordinator, planning and implementation of store events, e.g. Customer service day, volunteer recognition celebration, etc...
- Fulfill other duties as required.