



Grief has no timeline

# Ridge Meadows Hospice Society

Contract Position: **Thrift Store Retail Assistant & Cashier**

Reports to: **Thrift Store Manager**

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## Position Description

### Thrift Store Retail Assistant & Cashier

We are offering you an opportunity to join a dedicated, supportive, fun and hard-working team at ***The Hospice Society Thrift Store***. If you love everything thrift and want to be a part of a great non-profit in your own community, this is the job for you.

Our store is open seven days a week so reliable availability for scheduling is a must

### The qualified applicant should be comfortable, willing and have the ability to:

- Frequently lift 30-40 lbs, reach, bend and stand for long periods of time
- Accurately perform cash out procedures and manage daily transactions at point of sale
- Respectfully and compassionately communicate with staff, volunteers, donors and customers
- Work cooperatively and respectfully with a variety of volunteers of varying abilities
- Support, encourage and direct volunteers with daily operational store tasks
- Provide respectful, compassionate and effective Customer Service to all donors and customers
- Accurate use of Outlook, Word and social media platforms is a definite asset

### Key Responsibilities:

- Carry out role with integrity and promote the same within volunteers and fellow staff
- Control daily cash receipts, sales tapes, assist with all opening and closing cash tasks, have input in implementing pricing and other policies.
- Assist with directing volunteers on donation intake, inventory control, sorting practices, pricing, stock rotation with the goal of volunteer's becoming self-directed.
- Assist with loss prevention safeguards
- Assist with the management of the thrift store by monitoring the daily tasks for volunteers, ensuring work is allocated effectively and matches the abilities of all individuals
- Monitor and execute disposal of unacceptable donations, stock rotation and garbage
- Strive for optimum store sales and ensure displays are maintained and refreshed and the sales floor is kept clean, organized and tidy – You may be assigned a specific section of responsibility



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- Maintain positive volunteer, staff and customer relations by responding to problems or issues that have evolved and ensure that they are handled appropriately, according to Policies and Procedures
- Communicate any training or procedural issues regarding volunteers to team members as appropriate
- Attend staff and volunteer meetings, promotional or fundraising events as directed
- Maintain overall safety of customers and volunteers
- Have excellent Customer Service and team working abilities and values
- Fulfill any other duties assigned by the Thrift Store Manager

(Updated August 10<sup>th</sup> 2018)