



# Ridge Meadows Hospice Society

Grief has no timeline

---

Contract Position: **Assistant Thrift Store Manager**

Reports to: **Thrift Store Manager**

---

## Position Description

### Summary:

- As the Assistant Manager, you carry out this leadership role with integrity and take an active role in volunteer management, making the Thrift Store an income-producing operation that promotes awareness and the mission of the Ridge Meadows Hospice Society to the community, customers, donors, volunteers and staff.
- The Assistant Store Manager shall coordinate the daily operations of the 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

- 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 staff and volunteers on donation intake, inventory control, sorting practices, pricing, stock rotation, customer service.
- Ensure loss prevention safeguards are in place, Maintain safety of customers, donors volunteers.
- Ensure thrift store remains a tidy and friendly place to contribute to upholding the high reputation of store in the community
- Manage the efficiency of the thrift store by monitoring workflow, ensuring appropriate staffing levels are maintained and work is completed correctly and efficiently
- Act as lead staff during Managers absence and uphold established policies and procedures
- Monitor and execute disposal of unacceptable donations, residuals and garbage.
- Strive for optimum store sales and participate in the annual budget process and financials
- In conjunction with Store Manager, planning and implementation of store events, and promotions
- Maintain positive volunteer, staff and customer relations by responding to problems or issues that have evolved and ensuring that they are handled quickly and appropriately.

### Volunteer Management

- Establishing a volunteer development program: recruit, vet, interview, orientate, train, supervise, schedule, support and monitor all thrift store volunteers to ensure the store operates in accordance with established guidelines.
- Ensure volunteers are properly trained on operational procedures and communicate information to other team members as appropriate.
- In conjunction with Store Manager, organize volunteer meetings, volunteer events, plan and implement volunteer support and collect data including volunteers' hours.
- Establish and maintain open and positive daily communication channels with all volunteers, showing appreciation and gratitude for what they do as an individual and what they do collectively for the society.
- Fulfill other duties as required.

## Qualifications

- Experienced retail manager/social enterprise
- Frequently lift 20-30 lbs, reach, bend and stand for long periods of time
- Experience/Education in volunteer management
- Have excellent Customer Service and team working abilities and values
- Proficient in Outlook, and Microsoft Office

**Updated: May 2019**