

Job Description

Job Title: Thrift Store Manager
Date: December 2024
Author: Lori Hirst
Job Location: Transitions
Status: Union
Classification: Retail Supervisor: Grid 10

Job Profile

Job Summary:

The Thrift Store Manager oversees the operation of the thrift store and performs duties to ensure its smooth operation as required. Orients, trains, schedules, monitors and provides direction to store staff and volunteers.

Job Duties:

1. Supervision
 - Orients, trains, schedules, monitors, evaluates and provides direction to store staff and volunteers.
 - Ensures a positive team atmosphere is always maintained
 - Promotes effective communication on all levels
 - Cultivate a team orientated culture
2. Marketing
 - Promotes the stores Facebook page and other social media opportunities.
 - Maintains or changes product displays including those required for periodic sale events.
 - Provides information about the retail store(s) and other service(s) of CRNITS to members of the public in person and over the phone.
3. Operations
 - Purchases supplies.
 - Receives product donations and prepares them for display in the store by performing duties such as sorting, pricing, folding, hanging and maintaining related records.
 - Greeting and assists customers with product selection.
 - Operates cash register and processes cash, debit card, and credit card sale transactions.
 - Opens and closes the store by performing duties such as placing and removing signage, opening and closing tills, unlocking and securing the store.
 - Maintains the cleanliness of the store by ensuring that maintenance duties are completed and by performing duties such as cleaning windows, sweeping floors and dusting product shelves as required.
4. Record Keeping
 - Maintains work schedules, costs and all other needs as directed
 - Manages cash and receipts for the sale of merchandise by performing duties such as counting the float, balancing cash, providing change, sorting and securing cash.
 - Prepare bank deposits and drops them off at Rose Harbour.

5. Miscellaneous

- Abides by CRNITS code of ethics and philosophy
- Abides by CRNITS Policy and Procedures
- Maintains confidentiality according to Policy and Procedures
- Completes work in a timely and accurate manner
- Special projects as directed by the Executive Director or Executive Assistant
- Performs other related duties as required.

Working conditions

The hours of work for this position are primarily the store hours of operation. The work location is Transitions store.

Human Profile

Technical Skills

Education

- Post secondary education in business retail

Experience

- Five (5) years recent related experience, including Three (3) years supervisory experience

Qualifications

- Computer literacy with demonstrated proficiency in Microsoft office, email, and social media
- Strong multi-tasking and time management skills
- Respectful and clear communications on the phone, in person and in writing
- Excellent interpersonal skills and experience working with a diverse population are essential.

Requirements

- Satisfactory Criminal Record check and Criminal Record Review
- Emergency First Aid certification

Physical Demands

- Lifting to 20 kg
- Able to stand for extended periods

Mental Demands

- Possesses and can apply a feminist perspective
- Ability to relate well to all persons regardless of ethnic, religious, or socioeconomic status, sexual orientation, age, physical or mental ability
- Able to manage stressful work and fluctuating workload
- Able to make sound judgments
- Able to work independently
- Adaptable
- Has initiative

