



## LANGLEY HOSPICE SOCIETY

### Second Story Treasures

#### Job Description: Store Assistant Manager

##### Accountability

The Store Assistant Manager is accountable to and reports to the Manager, Store Operations with additional support and direction from LHS Executive Director or designate as needed.

##### General

The Store Assistant Manager is responsible for providing support to the Store Manager in appropriate store operations, volunteer support and supervision, and ensuring excellent customer service to store customers and donors in this thriving thrift store environment. She / He will ensure store operations, meet the needs of customers and is consistent with the mandate of the Society. This is a .6 FTE (24 hours weekly) working Thursday to Saturday.

#### **DUTIES & RESPONSIBILITIES**

1. Assist with the acceptance and evaluation of donated items
2. Assist with the development of displays, rotation and general support of front and back room procedures
3. Operate the cash counter and assist with daily cash statements, bank deposits and procedures
4. Assist with the management of opening and closing protocols and procedures
5. Assist with planning and implementing store events, i.e. customer appreciation day
6. Assist fellow staff and volunteers to ensure that all safety regulations and policies are implemented and followed
7. In collaboration with LHS Volunteer Program Coordinator and in adherence to LHS policies and procedures train new volunteers
8. Provide ongoing support, recognition and supervision of store volunteers
9. Performs the duties of the Manager, Store Operations during his/her absence
10. Have an understanding and commitment to maintain appropriate protocols for communication and conflict resolution within a busy and collaborative, behind the scene "sorting" area and a prominent retail space area
11. Performs other related duties as required

#### **Communication**

1. Responds to the requests of people both over the phone and in person in a courteous, respectful and timely manner
2. Participates in staff meetings, LHS special events, LHS/LHF Annual General Meeting, LHS/LHF Volunteer Appreciation Events, training programs and workshops as required



**Langley Hospice Society**

**Job Description – Store Assistant Manager**

**Page Two**

3. Participate in monthly store volunteer meetings
4. Maintains a current knowledge of and adheres to all Langley Hospice Society policies and procedures

**QUALIFICATIONS**

1. Minimum of 2 - 3 years retail experience with responsibilities including; direct supervision and training of volunteers
2. Creative merchandising skills and basic knowledge of thrift store operations
3. Retail customer service experience
4. Experience working with volunteers
5. Experience with opening and closing procedures
6. Experience handling cash, cash registers and automated payment systems
7. Successful completion of a criminal record check

**SKILLS AND ABILITIES**

1. High level of diplomacy, discretion and confidentiality as well as the ability to interact effectively with staff, volunteers, donors and the public
2. An interest in the field of hospice palliative care
3. Ability to maintain a flexible work schedule, including some weekends and evenings
4. Responsible, self-motivated, detail-oriented and ability to multi-task
5. Ability to learn, execute and assist in the development of best practices including; donation procedures, front and back room protocols/procedures, displays and merchandising, and the rotation and recycling of goods
6. Ability to work well both independently and as part of a team
7. Physically fit; must be able to move and handle donations and store merchandise, set up displays, and assist customers
8. Strong organizational and computer skills (MS Office)