

LANGLEY HOSPICE SOCIETY

Second Story Treasures

Job Description: Assistant Manager

The Langley Hospice Society is looking for a dynamic individual with retail experience who has a passion for thrift stores and is customer service oriented, to fill the position of Assistant Manager. This is a full time position.

As a team member, the Assistant Manager, will work closely with the Store Manager in motivating and developing a winning team of staff and volunteers that provides exceptional customer service.

The Assistant Manager is responsible for providing support to the Store Manager through daily 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 Second Story Treasures meets the needs of customers and is consistent with the mandate of the Society.

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. Provide ongoing support, recognition and supervision of store volunteers
4. Preparation of the monthly volunteer shift schedules ensuring the store has sufficient coverage in all areas to operate effectively
5. Maintain accurate store volunteer hours and submit monthly to LHS Volunteer Program Coordinator
6. In collaboration with LHS Volunteer Program Coordinator and in adherence to LHS policies and procedures train new volunteers
7. Operate the cash counter and assist with daily cash statements, bank deposits and procedures
8. Assist with the management of opening and closing protocols and procedures
9. Assist with planning and implementing store events, i.e. customer appreciation day
10. Assist fellow staff and volunteers to ensure that all safety regulations and policies are implemented and followed
11. Performs the duties of the Manager, Store Operations during his/her absence
12. 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
13. Performs other related duties as required



Langley Hospice Society

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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
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, customer service
2. Creative merchandising skills and basic knowledge of thrift store operations
3. Experience with opening and closing procedures
4. Experience handling cash, cash registers and automated payment systems
5. 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. Ability to maintain a flexible work schedule, including some weekends and evenings
3. Responsible, self-motivated, detail-oriented and ability to multi-task
4. 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
5. Ability to work well both independently and as part of a team
6. Physically fit; must be able to move and handle donations and store merchandise, set up displays, and assist customers
7. Strong organizational and computer skills (MS Office)