

Urban Thrift Store/Warehouse Assistant – Relief Staff

Aunt Leah's Urban Thrift Store has opportunities in retail for relief staff. The Thrift Store features quality "pre-loved" clothing and accessories as well as a variety of furniture and household items. All the profits raised go towards preventing children in foster care from becoming homeless, and mothers in need from losing custody of their children.

Job Summary: Primarily works as a cooperative member of the Thrift Store Team by optimizing entrepreneurial business through the Aunt Leah's Urban Thrift Store and Warehouse to raise funds to help children in care from becoming homeless and mothers in need from losing custody of their children.

Reports To: Thrift Store Manager

Qualifications: Secondary School Education and/or 1 -2 years of experience in retail.

Knowledge, Skills and Abilities:

- Sales
- Customer Service Skills
- Interpersonal & Team Work Skills
- Ability to work independently
- Flexibility/Adaptability in managing multiple priorities
- Organizing Skills
- Multicultural sensitivity and awareness
- Communication Skills(Verbal & Written)
- Crisis Management/Conflict resolution skills
- Ability to follow program policies and procedures

Requirements:

Undergo & maintain satisfactory Criminal Record Check
Flexible working days, evenings and weekends
Agrees to follow the Society's Code of Ethics
Follows Aunt Leah's Best Practices Guidelines

Key Duties and Responsibilities:

Thrift Store Assistant - the Thrift Store assistant will work with other members of the thrift store team to increase company profitability and customer satisfaction of Aunt Leah's customers. The assistant will represent the company in a highly professional, safe and cost-effective manner that complies with applicable regulations.

1. Duties include:

- a) Customer Service Skills: Ensures all customers, staff, and volunteers are provided exceptional service.
- b) Sales : advise customers on the location, selection, price, delivery, use and care of goods available from the store, with the aim of encouraging them to buy and to return to buy in the future
- c) Cashier: Receive payment by cash, credit cards, vouchers, or automatic debit cards. Count money in cash drawers at the beginning and/or end of shifts to ensure that amounts are correct.

- d) Merchandise Ensures all merchandise are running smoothly and efficiently, including donations, visual presentation of goods, and appropriately dispose of items. Perform occasional warehouse and counter duties

Warehouse - Perform an array of functions that might include accepting and processing incoming stock and materials, picking and filling orders from stock, packing and shipping orders, or managing, organizing, and retrieving stock in the warehouse. In addition, the Warehouse Assistant should maintain the cleanliness, organization, and safety of the warehouse/stockroom.

- a) Pick-ups - Assists in donation pick-ups.
b) Inter-store Transfers - Ensures all store donation drop offs and inter-store transfer operations are running smoothly and efficiently
c) Customer Service - Ensures all donors/volunteers/staff provide exceptional customer service
d) Merchandise - Assists with merchandise are running smoothly and efficiently, including donations, visual presentation of goods and appropriately disposes of items.

2. Financial Responsibilities: Accountable for handing in all donations and tips to the Thrift Store Manager.

3. Health and Safety: Ensures that store is maintained to Society standards, according to the Thrift store policies and procedures manual.

4. Communication:

- Regularly updates and informs supervisor of activities; seeks direction from supervisor in crisis situations
- Communicates with Thrift Store Manager, when needed, provides coaching support to staff
- Documents into the store logs book in regards to report budgets and general housekeeping business each working day
- Attends events as directed by Supervisor

5. Physical Demands: This position requires some lifting of heavier objects.

6. Work Environment:

- Stock room (Building) on its own premises that is referred to as Warehouse
- Aunt Leah's Urban Thrift and Warehouse is a Social Enterprise; Staff may work alone occasionally.
- An average shift ranges from 4 to 8 hours; Scheduled at the discretion of the Supervisor

If you are interested in applying for this role, please submit your cover letter and resume to hr@auntleahs.org and quote Urban Thrift Store/Warehouse Relief in the subject line. This posting is open until the positions (3-5 Relief positions) are filled.