



## JOB POSTING

### *Thrift Store Retail & Warehouse Assistant (Funded in part by ESDC)*

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

The retail assistant will work with other members of the Thrift Store Team to increase social enterprise profitability and customer satisfaction. The assistant will represent the company in a highly professional, safe and cost-effective manner that complies with applicable regulations.

All the aforementioned Social Enterprise operates to support Aunt Leah's mandate of “*preventing children in foster care from becoming homeless, and mothers in need from losing custody of their children. To support them on their journey to adulthood, we provide housing, education & training, and life skills*”. Thus, the job placement directly supports the organization in providing programs and services for the homeless, youth or youth at risk.

***This position is funded, in part, through the Career Focus Program of ESDC until March 31, 2019. To participate in Career Focus Program, youth must be:***

- ***Between the ages of 15 and 30 (inclusive) at the time of intake/selection***
- ***Canadian citizens, permanent residents, or persons who have been granted refugee status in Canada***
- ***Legally entitled to work according to the relevant provincial/territorial legislation and regulations***
- ***Not in receipt of Employment Insurance (EI) benefits.***

**Who we are:** Aunt Leah's Place is a registered charity that has been helping kids in foster care and teen moms achieve a better future for over twenty five years. Aunt Leah's Place helps prevent children in foster care from becoming homeless, and mothers in need from losing custody of their children. To support them on their journey to adulthood, we provide housing, education & training and life skills.

**Reports To:** Angelina Oates – Director of Social Enterprises

**Qualifications:** Relevant experience in Retail, Warehouse, or Marketing, with general suitability

#### **Skills and Knowledge**

- Good organizational and time management skills
- First Aid certification an asset

#### **Requirements:**

- Undergo a Criminal Record Check
- Agrees to the Society's Code of Ethics
- Follows Aunt Leah's Practice Guidelines

#### ***Key Duties and Responsibilities:***

- **Customer Service:** Ensures all customers, volunteers and staff are provided exceptional customer service. Increase customer satisfaction by collecting information, feedback on service and



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resolving complaints. Communicate information back to Thrift Store Manager. Inform customers of new products and services that can increase customer satisfaction and sales.

- **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
- **Warehouse:** Help staff intake, process and organize donations that come into Urban Thrift. Prepare items for sales in Urban Thrift as well as on occasion facilitating sales at warehouse site.
- **Cashier:** Receive payment by cash, check, credit cards, vouchers, or automatic debits. Count money in cash drawers at the beginning/end of shifts to ensure that amounts are correct and that there is adequate change.
- **Merchandising:** Ensures all merchandise are running smoothly and efficiently, including donations, visual presentation, of goods and appropriately disposed of items. Perform occasional warehouse and counter duties.
- **Financial Responsibilities:** Accountable for handing in all donations and tips to the Thrift Store Manager.
- **Health and Safety:** Ensure that store is maintained to Society standards, according to the Thrift store policies and procedures manual by ensuring van environment is clean, safe and secure; in the van maintain a safe manner at all times, always wearing safety belt.
- **Communication:** Regularly updates and informs supervisor of activities; seeks direction from supervisor in crisis situations. Communicates weekly with Thrift Store Manager, when needed, provides coaching support to staff. Comes into the store daily to complete logs, reports budgets and general housekeeping business each working day. Attends events as directed by Supervisor
- **Delivery:** Assist with inter-store transfers, deliveries and/or pick-ups.
- **Physical Demands:** This position requires some lifting of heavier objects.

**Compensation:** commensurate with qualifications

**Work Schedule:** 40 hours per week

**Start Date:** as soon as possible

**How to apply:** Please email your resume and cover letter to: [hr@auntleahs.org](mailto:hr@auntleahs.org). You may also apply on our website at [www.auntleahs.org](http://www.auntleahs.org). We thank all applicants in advance. Short listed candidates will be contacted for interview.