

Aunt Leah's has an immediate vacancy for a full time regular Warehouse Manager. This is a wonderful opportunity for the right person with retail and/or warehouse experience to join our leadership team at Aunt Leah's.

For over 25 years, Aunt Leah's Place has helped prevent children in foster care from becoming homeless, and mothers in need from losing custody of their children throughout Metro Vancouver. To support them on their journey to self-sufficiency, we provide supported housing, job training and coaching on essential life skills.

We work proactively at the 'entry' and 'exit' points of the foster care system, helping low-income families maintain custody of their children and for foster youth readying to 'age out' with supports similar to what modern parents do for their own adult children in transition.

**Job Summary:** The Warehouse Manager primarily works as a cooperative member of the Thrift Store Team and alongside the Development team by optimizing entrepreneurial business through the Aunt Leah's Urban Thrift Store to raise funds to help prevent children in care from becoming homeless and mothers in need from losing custody of their children. The Manager will oversee the operations of the warehouse and perform duties to ensure its smooth operations as required. Additionally the manager will ensure that there is focused attention on Donor Relations and Product Selection. The Warehouse Manager will also work regular scheduled shifts at the Urban Thrift Store.

**Reports To:** Director of Training and Social Enterprises

**Qualifications:** Post-Secondary in business administration and/or 3-5 years of experience in retail management, or an equivalent combination of education and experience.

**Skills, Knowledge & Attributes:**

- Excellent Communication Skills(Verbal & Written)
- Flexibility and ability to manage multiple priorities.
- Ability to work independently
- Knowledge of retail management best practices
- Excellent Interpersonal & Team Building Skills
- Multicultural Awareness & Sensitivity
- Problem-Solving Skills
- Excellent Donor Relations Skills
- Supervisory/ Management skills

**Requirements:**

- Undergo & maintain satisfactory Criminal Record Check
- A valid B.C driver's license and access to a vehicle
- Produce a clear Driver's Abstract
- Standard First Aid
- Non-Violent Crisis Intervention
- Agrees to the Society's Code of Ethics
- Ability to lift 50lb or heavier

**Key Duties and Responsibilities:**

**Warehouse Manager**, will work with other members of the thrift store team to increase company profitability primarily by maintaining through Donor Relations, Product Selection and managing inventory. Will be required to help with Thrift Store duties and/or Delivery

duties by covering Thrift Store Sales shifts, donations driving shifts and help maintain online sales.

**1. Warehouse Duties include:**

- **Sales Events:** Works on the sales floor to raise customer pool, expand traffic and ensure that all volunteers & staff provide exceptional customer service to all customers. Deals with customer queries and complaints
- **In-Kind Donor Relations:** To establish positive relations with individuals and companies who donate goods to the Thrift Store. Supports the Thrift Store Manager, Donations Coordinator and Love to Give Program.
- **Marketing:** Works with the Development team to ensure that all advertising and publicity has an optimum advantage
- **Product Selection & merchandising:** Maintains physical condition of warehouse by planning and implementing new design. Maintain outstanding warehouse condition by sales floor product selection, pricing, merchandise replenishment and visual merchandising standards, as well as managing the community Re-Direct program. Oversee two thrift store merchandise seasonal flips per year.
- **Operations:** Ensures all warehouse operations are running smoothly and efficiently, including rotating of goods through the warehouse and Thrift Store. Working with Support Link and Aunt Leah's House Program to manage suit inventory. Controls inventory levels by conducting physical counts; reconciling with data storage system inventory Contributes to team effort by accomplishing related results as needed.
- **Pick-ups:** Works with the Donations Coordinator and Thrift Store Manager to ensure donation pick-ups and inter-store transfers are completed with quality donations.
- **Reporting:** Involved with tracking outcomes measurement (e.g.: emergency drills, changes in demographics, donors, and education status) and participate in the yearly Outcomes Report.
- **Volunteers & Staff:** Supports the Volunteer Coordinator in the process of recruitment, retention and training of volunteers in the warehouse and Thrift Store.

**2. Thrift Store Duties include:** Will work with other members of the thrift store team to increase company profitability primarily by maintaining though Sales and Customer service. May be required to cover Thrift Store Sales shifts, and/or help maintain online sales.

**2. Delivery Duties include:** May perform an array of functions that may include donation pick-ups between individuals and companies, donation drop offs and inter store transfers between Thrift Store and Warehouse. Ensures all merchandise, including donations, visual presentation, of goods and appropriately disposed of items. Perform occasional warehouse and counter duties.

**3. Financial Responsibilities:**

- Overseeing all record keeping and cash handling by works with the Donations Coordinator and Thrift Store Manager.
- Ensures that Risk Management Procedures are followed in the warehouse.
- Control the Thrift Store's budget aiming for minimum expenditure and efficiency

**4. Health and Safety:**

- Ensure that store is maintained to Society standards and according to the Thrift store policies and procedures manual by ensuring store environment is clean, safe and secure.
- Conducts regular emergency drills with staff and volunteers; checks safety devices in store monthly
- Ensures that staff and volunteers are knowledgeable of fire exit routes.
- Participates in the annual review of Aunt Leah's Health and Safety Policy and Procedures

**5. Communication:**

- Submits Sales Reports to Operations Director when needed.
- Attends team meetings, Staff Development and Development Meetings as requested by supervisor, Director of Social Enterprise
- Seeks direction from Director of Social Enterprise in crisis situations
- Oversees and maintains the Warehouse Communication Log

**6. Physical Demands:**

This position requires some lifting of 50lb or heavier.

**We offer:** A comprehensive benefit package after 6 months of continuous employment that includes: dental, extended health care including vision care and prescription, RRSP after 1 year, personal time package, and employee discount at our Thrift Store.

**Salary:** Commensurate with qualifications.

**How to apply:**

If you meet the qualifications listed, and wish to work in a collaborative and supportive environment that offers ongoing professional development opportunities, please email your resume with a 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)

Short listed candidates will be contacted for interview. We thank all interested applicants in advance for their interest.

***Warehouse Manager***