

Donations Centre Manager (Thrift)

Aunt Leah's has an immediate vacancy for a full time regular Donations Centre 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: Aunt Leah's Place helps prevent children in care from becoming homeless and mothers in need from losing custody of their children.

The Donations Centre supports Aunt Leah's Place by recycling, giving away and selling donated goods which in return generate funds and products in support of its social programs within our community. The Manager primarily works as a cooperative member of the Thrift Store Team and alongside the Development Team by optimizing entrepreneurial business at the Donations Centre and through the Aunt Leah's Urban Thrift Store. Our ideal Donations Centre Manager is a well-organized individual that loves to thrift, likes to multitask, and works with diverse individuals such as volunteers or training students.

The Manager oversees the operations of the Donations Centre (2400 square feet) and performs duties to ensure its smooth operations as required. The Manager orients, trains, monitors and provides direction to staff and volunteers effectively. Additionally the manager will ensure that there is focused attention on donor relations by enhancing donor satisfaction through managing product selection and working weekly sales 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

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 BC 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:

Donations Centre Manager will work with other members of the thrift store team to increase company profitability primarily by maintaining donor relations, product selection and managing inventory. The Manager will also be required to help weekly with Thrift Store duties and/or Delivery duties by covering Thrift Store open & closing sales shifts, donations driving shifts and/or help maintain online sales.

1. Donations Centre Duties include:

- **Seasonal 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 and supervises the Driver & Donations Assistant 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 Donations Centre by planning and implementing new floor designs around product flow. Maintains outstanding Donations Centre condition by receiving product donations, selecting and preparing product for thrift store sales floor. Performing duties such as sorting, pricing, folding, hanging, product replenishment to visual merchandising standards, as well as managing the community Re-Direct program. Assisting in 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 suite 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 Driver & Donations Assistant 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 participates 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:** Works with other members of the thrift store team to increase company profitability
 - Primarily by maintaining Sales and Customer service
 - Required to cover weekly Thrift Store Sales shifts
 - May be required to help maintain online sales

3. **Delivery Duties include:** May preform 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 Donations Centre
 - Ensures all merchandise, including donations, visual presentation of goods and appropriate disposal of items. Performs occasional warehouse and counter duties

4. **Financial Responsibilities:**
 - Overseeing record keeping and cash handling by working with the Driver & Donations Assistant and Thrift Store Manager.
 - Ensures that Risk Management Procedures are followed in the warehouse
 - Works with the Thrift Store Manager to control the Thrift Store's budget aiming for minimum expenditure and efficiency

5. **Health and Safety:**
 - Ensures that Thrift Store and Donations Centre are 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

6. **Communication:**
 - Submits Sales Reports to Operations Director when needed.
 - Attends team meetings, Staff Development and Development Meetings as requested by supervisor
 - Seeks direction from supervisor in crisis situations
 - Oversees and maintains the Donations Centre Communication Log

7. **Physical Demands:**

This position requires some lifting of 50lb or heavier.

8. **Hours of Work:**

Forty hours a week, five days a week (Tuesday to Saturday 8 hours a day regular schedule. Schedule may change based on operational needs). Flexibility is required.

Aunt Leah's Independent Life skills Society

JOB POSTING

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. You may also apply on our website at www.auntleahs.org

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

