



## **Shift Supervisor - Crossroads Hospice Thrift Store, Crossroads Hospice Society**

### **Organization Summary**

Founded over 30 years ago, Crossroads Hospice Society (CHS) has the honour of serving the Tri-City communities of Anmore, Belcarra, Coquitlam, Port Coquitlam, and Port Moody. As a non-profit society, CHS supports its communities through a 10-bed stand-alone hospice residence it operates in partnership with Fraser Health, as well as Grief and Loss Services, and its Thrift Store. The Hospice allows individuals to live their final days in peace and comfort in a home-like setting. CHS is supported by an incredible team of employees and more than 200 volunteers.

### **Job Summary**

Reporting to the Thrift Store Operations Manager and the Assistant Thrift Store Managers, the Shift Supervisor is responsible for supporting the overall management, operations, and administration of the Crossroads Hospice Thrift Store. As an integral member of a team environment, the Shift Supervisor assists with volunteer supervision, team building, customer service, merchandise pricing, cash handling, donations processing, and visual merchandising. The Shift Supervisor advances financial targets and ensures operational guidelines are followed and are reflective of the vision, mission, and values of CHS.

### **Wages**

- \$23.41 per hour

### **Key Responsibilities**

#### **Operational**

- Oversee and assist in the daily operation of the "front of store" including, but not limited to, opening and closing, cashiering/daily cash out/bank deposit, petty cash, answering telephone inquiries and providing excellent customer service
- Ensure that all sales transactions (cash, credit cards, gift cards) are handled properly and reflect cash handling procedures and credit card compliance standards
- Support "back of store" activities, specifically, donation intake, sorting, pricing, storage and rotation, recycling, repurposing, and redirecting efforts
- Empty, secure, and monitor waste, recycling, and donations at the end of each day
- Ensure the interior and exterior Thrift Store areas are clean, presentable, and safe, free of any hazards
- Provide and promote a high-level customer service experience



- Demonstrate and follow all safety guidelines and procedures to support and ensure a safe work environment
- Inform the Thrift Store Manager on, and takes immediate action to address, safety concerns or non-compliance of safety rules that could put an employee, volunteer, customer, donor, or the store at risk

### **Volunteer Supervision**

- Model CHS's core qualities of honesty, integrity, responsibility, and confidentiality
- Contribute to the development of a volunteer team that represents, respects and values diversity and inclusion
- Promote an engaged and active volunteer culture, grounded in communication, cultural safety, and clear processes and procedures
- Assist with the recruitment, onboarding and training, supervision and evaluation of volunteers to enhance volunteer capacity and capabilities
- Ensure volunteer scheduling is adequate for maintaining required service levels
- Train volunteers, as directed, in the areas of:
  - Customer service (i.e., issue management, telephone inquiries, sale support, etc.)
  - Opening and closing protocols
  - Telephone inquiries
  - Back of store tasks
  - Donation intake and sorting practices
  - Inventory control
  - Pricing
  - Product placement and merchandising
- Support volunteers on the sales floor to ensure resolution of customer issues and promote a culture of high-level customer relations
- Attend and participate in CHS and Crossroads Hospice Thrift Store training programs and meetings when requested
- Perform other duties as assigned



## Requirements

- High school diploma
- Valid BC Driver's License and access to use of a reliable vehicle is mandatory
- Minimum three years of recent related retail/thrift store experience, with at least one year at a supervisory level; exposure to an online retail environment is preferred
- A flexible work schedule, including weekends and evenings is mandatory
- Demonstrated experience working across customers, donors, and volunteers
- Proficient in the use of word processing, databases, spreadsheets, e-mail, social media, presentations, in particular Microsoft Office
- Ability to use the internet to access employer-provided information (i.e., paystubs, benefit statements, etc.)
- Proficient in math computations, i.e., able to reconcile daily receipts for accounting purposes
- Demonstrated commitment and passion for client service, community engagement and the non-profit sector
- Demonstrated commitment to diversity, inclusion, equity, and reconciliation
- An equivalent combination of training and experience would be considered

## Competencies

- Excellent overall administrative and organization skills with the ability to manage multiple priorities at one time
- High-level interpersonal and communication skills, with the ability to respect confidentiality and use discretion
- Sound decision-making, problem-solving, and conflict resolution skills
- Excellent listening and interpersonal skills, encourages open dialogue while building positive working relationships across diverse groups
- Represent the CHS and the Crossroads Hospice Thrift Store in a professional and courteous manner
- Demonstrated self awareness, with the ability to navigate personal assumptions, values, principles, strengths, and limitations
- An understanding and acceptance of the CHS's philosophy



## **Working Conditions**

- Exposed to moving vehicles
- Exposed to cement or linoleum on cement floor surfaces
- Required to sit, stand, walk, lift, reach with arms and hands, climb or balance, stoop, kneel, crouch or crawl for extended periods of time
- Must be able to lift approximately 60 pounds