

## **Shift Supervisor & Volunteer Lead - 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 & Volunteer Lead is responsible for leading assigned store shifts with a primary focus on supporting and engaging volunteers.

This role ensures volunteers are well-supported, confident, and effectively contributing to store operations while maintaining smooth shift execution and high-quality customer service. When required, this position also acts as Shift Supervisor to ensure continuity of operations, safety, and service standards.

The Shift Supervisor & Volunteer Lead advances CHS's mission by fostering a positive volunteer culture while contributing to efficient and well-run store operations.

**Work Schedule:** Tuesday to Saturday - Hours: 37.5 hours per week

**Wage:** \$25.10 per hour

### **Key Responsibilities**

#### **Volunteer Lead (Primary Focus)**

- Act as the primary point of support for volunteers during assigned shifts
- Provide guidance, and encouragement to volunteers in real time
- Support volunteer onboarding and on-the-job training
- Match volunteers to tasks based on skills, confidence, and store needs
- Promote a respectful, inclusive, and engaging volunteer culture
- Support volunteer communication, teamwork, and confidence building
- Identify volunteer needs and communicate them to the Assistant Store Manager
- Reinforce CHS values of honesty, integrity, responsibility, and confidentiality

## **Training & Development**

- Support delivery of volunteer training in areas such as:
  - Customer service and donor engagement
  - Donation intake, sorting, pricing, and merchandising
  - Store procedures including opening and closing support
  - POS and basic operational tasks
- Provide ongoing feedback and support the development of volunteers
- Help maintain consistency in volunteer practices and customer service standards

## **Shift Operations Support (Regular Function)**

- Support smooth flow of front and back of store operations during shifts
- Assist with customer service and POS transactions as needed
- Maintain store cleanliness, safety, and presentation standards
- Support donation flow, stocking, pricing, and general floor readiness
- Follow all cash handling and operational procedures when assisting

## **Shift Supervisor Coverage (When Assigned)**

When designated, this role assumes full Shift Supervisor responsibilities, including:

- Leading opening and closing procedures
- Directing workflow and task completion on the floor
- Managing real-time operational decisions during the shift
- Handling customer service issues and immediate problem-solving
- Ensuring cash handling and POS procedures are followed
- Maintaining full responsibility for shift execution and flow

## **Communication & Reporting**

- Report volunteer needs, concerns, and feedback to Assistant Manager
- Communicate operational, safety, or customer issues as they arise
- Escalate serious or unresolved issues appropriately
- Participate in team meetings and training sessions as required
- Follow direction from Assistant Store Manager and Store Manager

## **Requirements**

- High school diploma
- Valid BC Driver's License and access to use of a reliable vehicle is mandatory
- Minimum 2–3 years of retail or customer service experience; supervisory or volunteer experience an asset
- Experience working with volunteers or in a non-profit environment preferred
- Strong interpersonal, communication, and coaching skills

- A flexible work schedule, including weekends and evenings is mandatory
- Proficient in the use of word processing, databases, spreadsheets, e-mail, social media, 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 to diversity, inclusion, equity, reconciliation and teamwork

### **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
- Extended periods of physical activity during shifts
- Must be able to lift approximately 50 pounds