

## **Assistant Manager - 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 Manager, the Thrift Store Assistant Manager supports daily operations and contributes actively to planning, growth strategies, improvements, policy and procedure development, and budgeting discussions. The role provides strong operational leadership across front-of-store and back-of-store functions, supports volunteer coordination and administration, resolves routine performance issues, and acts as Manager designate when assigned. The Assistant Manager advances financial targets and ensures operational guidelines are followed and are reflective of the vision, mission, and values of CHS.

**Work Schedule:** Tuesday to Saturday – 8:30am to 4:30pm

**Salary:** CA\$26.41 per hour

### **Key Responsibilities**

#### **Operational**

- Support and actively participate in daily front of store operations, including, but not limited to, opening and closing, and cashiering.
- Support and actively participate in daily back of store operations, including, but not limited to, donation intake, sorting, pricing, inventory flow, recycling, repurposing.
- Support and oversee daily use of the store's POS and online sales system
- Assist in troubleshooting system issues and support volunteer and staff use of POS and online platforms.
- Support Merchandising standards, including shop layout, displays, quality control and pricing consistency
- Assist with daily social media posts, monitoring online interactions, and overall supervision of the thrift store's related social media.
- Assist in the development of operational and administrative procedures for Thrift Store operations

- 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
- Advise 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
- Participate in strategic discussions with regards to business operations, profitability, and future development of the Thrift Store

#### **Leadership, Planning & Designate Role**

- Act as on-site lead during assigned shifts, supporting Shift Supervisors and volunteers
- Act as Thrift Store Manager Designate, when assigned, within defined authority and escalation guidelines.
- Participate actively in planning, growth strategy discussion, continuous improvement initiatives, policy and procedure development, and budgeting discussion.
- Represent CHS at Community, sector and user group meetings
- Participate in CHS on-call rotation for hospice emergencies

#### **Volunteer Coordination, Performance & Administration**

- 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
- Assist in the development of policies and procedures related to volunteer engagement
- Promote an engaged and active volunteer culture, grounded in communication, cultural safety, and clear processes and procedures
- Assist with the recruitment, onboarding, training, supervision, scheduling, recognition and appreciation.
- Ensure volunteer scheduling is adequate for maintaining required service levels
- Coordinate day-to-day volunteer scheduling to ensure adequate coverage, escalating gaps and issues as needed.
- Maintain accurate volunteer records, hours tracking, and related administrative documentation
- Provide clear task guidance and on-shift support to volunteers
- Resolve routine volunteer performance or conduct issues in accordance with CHS policies and escalate serious or complex matters to the Operations Manager
- Support investigations related to volunteer conduct or performance, as directed by the Operations Manager

- 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
- A Criminal Record Check
- Valid BC Driver's License and access to use of a reliable vehicle is mandatory
- Minimum five years of recent related retail/thrift store leadership experience
- Demonstrated experience working across customers, donors, and volunteers
- Ability to manage complex operational and people-related issues
- Proficient in Microsoft Office and social media platforms
- Shopify, Canva and website experience considered assets
- Comfortable using online systems to access work-related information
- Able to perform basic math and handle routine financial calculations
- Proficient in math computations, i.e., able to reconcile daily receipts for accounting purposes.

## **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 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
- Must be comfortable with performing routine physical tasks such as standing, walking, lifting, bending and reaching for extended periods, with occasional kneeling or crouching as needed
- Must be able to lift approximately 40 to 50 pounds