

Manager, Crossroads Hospice Thrift Store (Maternity Leave Coverage), Crossroads Hospice Society

Organization Summary

For more than 30 years, Crossroads Hospice Society (CHS) has had the honour of serving the Tri-Cities of Anmore, Belcarra, Coquitlam, Port Coquitlam, and Port Moody. As a non-profit society, CHS supports its communities through a 10-bed hospice residence in partnership with Fraser Health, a robust Grief and Loss Services program, and the Crossroads Hospice Thrift Store. Our hospice residence provides individuals the opportunity to live their final days in peace and comfort in a home-like setting. The Thrift Store supports this vital work by generating revenue and engaging the community, thanks to the dedication of our staff and over 200 volunteers.

Job Summary

We are seeking a motivated and organized individual to join our team as **Thrift Store Manager** to cover a maternity leave, with the potential for continued employment. The Manager is responsible for the overall operations, administration, and leadership of the Thrift Store, ensuring smooth day-to-day functioning, meeting revenue targets, and maintaining a positive, safe, and welcoming environment for staff, volunteers, donors, and customers.

Major Areas of Responsibility

Store Operations (50%)

- Oversee daily operations, including opening/closing, phones, cash handling, and customer service.
- Ensure accurate sales transactions, daily cash-outs, petty cash, and bank deposits.
- Maintain a clean, safe, and well-organized store environment, front and back.
- Oversee donation intake, sorting, pricing, rotation, recycling, and merchandising.
- Monitor and report on monthly store finances; support budgeting and revenue growth.
- Coordinate with main office on marketing, advertising, promotions, and events.
- Maintain relationships with service providers (e.g., cleaning, maintenance).
- Stay current with local competitors and thrift industry trends.
- Regularly report to the CHS Executive Director and participate in strategic discussions about store operations and profitability.

Volunteer & People Management (25%)

- Lead and support a volunteer team that values diversity, inclusion, and cultural safety.
- Assist with volunteer recruitment, onboarding, training, scheduling, and supervision.
- Train volunteers in customer service, cash handling, store procedures, and merchandising.
- Provide day-to-day guidance and positive leadership for volunteers and staff.
- Handle performance concerns or issues in a fair, timely, and confidential manner.

- Promote an engaged and respectful volunteer culture grounded in communication and teamwork.

Customer & Community Relations (25%)

- Ensure a consistently friendly, welcoming, and professional customer service experience.
- Address customer inquiries and complaints promptly and respectfully.
- Promote the Thrift Store within the community (e.g., local businesses, schools, events).
- Act as an ambassador for CHS, modelling integrity, responsibility, and professionalism.
- Ensure compliance with all safety guidelines and take immediate action to resolve risks to staff, volunteers, customers, or the store.

Required Skills and Experience

- Minimum three years of recent retail or thrift store experience, with at least one year in a supervisory role (nonprofit experience an asset).
- Experience recruiting, training, and supporting volunteers.
- Strong leadership skills with integrity, teamwork, and cultural awareness.
- Excellent problem-solving, conflict resolution, and decision-making abilities.
- Proficient in MS Office, Outlook, social media (Facebook, Instagram); experience with donor management systems (e.g., DonorPerfect) and Canva an asset.
- Strong organizational and multitasking skills.
- Effective written and verbal communication skills.
- Flexible work schedule, including evenings and weekends as required.
- Valid BC Driver's License and access to a reliable vehicle.
- Acceptable Criminal Record Check.
- An equivalent combination of training and experience will be considered.

Competencies

- Demonstrated commitment to diversity, equity, inclusion, and reconciliation.
- Ability to respect confidentiality and use discretion.
- Strong interpersonal and listening skills; able to encourage open dialogue.
- Self-awareness with the ability to navigate assumptions, values, and limitations.
- Passion for community engagement, client service, and nonprofit work.

Working Conditions

- Active work environment in a busy thrift store with frequent physical activity.
- Required to sit, stand, walk, bend, lift, stretch, and move for extended periods.
- Must be able to lift items over 20 lbs safely.

- Exposure to moving vehicles, recycling, and donation handling.
- Regular interaction with customers, donors, volunteers, and staff both in person and online.
- At times, may involve handling challenging situations, balanced with the rewarding opportunity of contributing to meaningful community work.