



ROLE TITLE: Assistant Manager (Warehouse and Production)

LOCATION: 1-68 Allen St, Charlottetown, PE

DATE: September 2023

We are a Christian Not-for-profit organization and have a workforce of volunteers and staff from various churches, organizations, and different walks of life. Our store in Charlottetown is part of BFM Foundation (Canada) which is a national organization with over 50 thrift stores across Canada. The net revenue from all Mission Thrift Stores is devoted to the Joint Ministry of BFM Foundation (Canada) and Bible League Canada. These funds are used to establish adult literacy programs, provide church planter training, children's ministry programs, and distribute Bibles in many places around the world. Mission Thrift Store Charlottetown is currently seeking an individual who understands and supports the vision and purpose of BFM Foundation (Canada).

Role Objective:

The Assistant Store Manager will be a leader among leaders, a person with a proven track record of accomplishments; someone who gets things done; creative; resourceful; a decision maker, a problem solver, and a strategic planner. The successful individual will have a heart for Jesus Christ and His people and can manage, organize, and strengthen the day-to-day operations of a large retail store and staff. The Assistant Manager will lead morning devotions and pray with the group, staff/volunteers may have a need and request you to pray privately with them.

Reporting:

The Assistant Manager reports directly to the Store Manager.

Nature and Scope of Role:

The Assistant Manager will work closely with the Store Manager in achieving the vision and strategic plan of the store. The Assistant Manager will be called upon to operate and run the store in the absence of the Store Manager. Must be available to close the store at times and work alternating weekends.

You can solve problems with good judgement and make decisions independently. You work well with other staff and take directions easily. You contribute to regular staff meetings, share your ideas, count cash, and do other tasks that require a high level of trust and discretion (criminal record check required).

The Assistant Manager will fit into our staff dynamic and bring to the table a variety of skills that will make us even better. No day is ever the same here, so you will thrive in an ever-changing environment, work well with volunteers and staff and be able to pivot your priorities on a moment's notice. You will have tasks delegated both in production and the store.

You can manage your time well with little supervision, you have the flexibility in your schedule should another staff need to rely on you in special circumstance, and you are passionate about the work we do in both our own community and in partnership with Bible League Canada.

General Expectations

What is expected of you:

- ✓ Strong interpersonal skills. We greatly value our volunteers as a priority, we would not exist without them. You possess grace, good humour, and problem-solving skills with the ability to communicate with passionate volunteers. You invest in their lives and strive to know them and their stories.
- ✓ You solve problems with good judgement and make decisions independently.
- ✓ You work well with staff and can delegate tasks. You lead regular staff meetings, encourage the sharing of ideas, and are open to discussion.

- ✓ You are entrusted to open and close the store, count cash, and oversee tasks that require a high level of trust and discretion.
- ✓ A criminal record check is required.
- ✓ You demonstrate strong written and verbal communication skills for both internal and external communications (including social media).
- ✓ You understand, agree with, and adhere to the lifestyle and morality policies of the BFM Foundation. You understand why we do what we do and are passionate about making a difference.
- ✓ The ability and willingness to lead in staff devotions on occasion and prayer for team members.
- ✓ Strong interpersonal skills, ability to multitask, work in a fast-paced environment with grace and good humour.
- ✓ Possess good conflict resolution skills, be organized and clean.
- ✓ Be able to solve problems with good judgement and make decisions independently.
- ✓ First Aid Level One is required and will be provided if necessary.
- ✓ Operating our POS cashier system and having a front of store presence during peak times.

Specific Role Expectations:

Warehouse:

- Responsible for the intake of incoming donations – filtering and quality control.
- Pre-sorting of incoming donations and placement of donations in the appropriate departments in the back of the store.
- Maintaining a safe and clean working environment.

Production:

- Ensuring departments are supported, optimized workflow, consistent communication, establish/maintain mutual understanding for store standards, recalls, banned items etc.
- Support areas/departments.
- Making decisions on seasonal changeovers, specials/sales etc. in conjunction with the store manager and other departments.
- Attention to front of store presentation (mannequins, merchandising)

Health and Safety:

- Complete a walk-through of the store once per month to acknowledge and mitigate any risks, with reports to each Store Manager. This can be shared with another manager.
- Meet with the Health and Safety Committee once per quarter.
- Making decisions on donation quality in conjunction with other managers – throw out, recycle, fix, sell, passing the updated information on to staff and volunteers.

Volunteers/Staff

- Support, in conjunction with other managers, training for new volunteers and staff members, especially during the first 8 weeks.
- Help explain and review Health and Safety procedures for new volunteers and staff members.
- Be an approachable leader for volunteers who holds feedback and ideas with confidentiality where needed, problem solves where needed.

What you can expect from us:

- ✓ Competitive Compensation
- ✓ Mutual flexibility, trust, and safety in the workplace.
- ✓ Fun, upbeat, and welcoming environment.
- ✓ Encouragement to explore and work in areas that interest you (but we all have tasks that we do not love).
- ✓ A six month probation period with regular feedback to assess your direction and skills.

Performance Review:

Formal evaluations will take place no less than annually. Such reviews will be conducted by the General Manager and will be pre-arranged with time to reflect on performance from both sides. You can expect that if there is ever “course correction” needed, or other issues that arise that need attention, we will deal with these items at the time they occur. A general performance review is set up as a time of reflection, strategizing, goal setting and planning.

Support & Conflict Resolution:

We strive to create an environment that is safe, open, and supportive. When conflicts arise between staff, volunteers, and/or customers, it is our goal to understand the situation with grace for each other and conclusions that are satisfactory. We strongly discourage gossip and encourage all employees and volunteers to bring attention to issues by informing the General Manager.

Statutory Holidays:

You are entitled to statutory days pursuant to the Employment Standards Act.

Compensation:

A respectable living wage commensurate with applicable work experience.

How to Apply:

Please submit your **cover letter** and **resume** by **September 29, 2023** to pamela_tuininga@missionthriftstore.com. We are grateful for all applications submitted for this opportunity. We will contact you if you are selected for the next stage of the process.