



## **FRONT STORE SUPERVISOR/VOLUNTEER CO-ORDINATOR – MISSION THRIFT STORE WINDSOR**

BFM Foundation (Canada) is a national Christian organization with over 50 Mission Thrift Stores across Canada set up to save you money. In addition, the net revenue from all Mission Thrift Stores is devoted to 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 Ontario, Canada and the world. The stores are operated primarily by dedicated volunteers.

Mission Thrift Store Windsor is currently seeking a Front Store Supervisor/Volunteer Co-Ordinator who understands and supports the vision and purpose of BFM Foundation (Canada). The Front Store Supervisor/Volunteer Co-ordinator must have strong relational qualities and be able to train and recruit volunteers to effectively operate the Mission Thrift Store. The Front Store Supervisor/Volunteer Co-ordinator must reflect Christ in their behavior, be vibrant, passionate and have an entrepreneurial spirit. This position requires the candidate to lead in prayer every morning and afternoon, asking for prayer requests and reading scripture from the Holy Bible. They must understand the needs and wants of a thrift store customer and be able to motivate volunteers to deliver exceptional customer service. The Front Store Supervisor/Volunteer Co-ordinator must understand inventory control, pricing, separation of duties, delegation, motivation, marketing, advertising, and financial management. The Ideal candidate must be proficient in Canva and comfortable with all social media platforms. They will work closely with the Store Manager to maximize production and sales floor success by modeling an excellent work ethic and promoting cleanliness in the store. The Front Store Supervisor/Volunteer Co-ordinator will build and maintain relationships with other local charities and community organizations that the Mission Thrift Store can partners with. The Front Store Supervisor/Volunteer Co-ordinator will report to and assist the Store Manager.

### **QUALIFICATIONS:**

#### **Abilities**

The Front Store Supervisor must have proficient knowledge in the following areas:

- Knowledge of office policies and procedures
- Knowledge of all social media platforms including proficiency in Canva;
- Experience in a thrift store setting a definite asset
- Experience with the non-profits/volunteer organizations
- Knowledge of cash register operation, including cash, credit cards and register receipts
- Previous experience in a retail store or as a cashier

## **Skills**

The Front Store Supervisor/ Volunteer Co-ordinator must demonstrate the following skills:

- Be organized and neat
- Analytical and problem-solving skills; be able to solve problems with good judgment and make decisions independently
- Effective verbal, written and listening communications skills
- Computer skills including the ability to operate Excel, Word, Canva and Email programs
- Time management skills
- Mathematical skills and the ability to handle transactions quickly and accurately
- Positive, helpful attitude toward customers, including the ability to speak clearly and convey information accurately
- Ability to process coupons, refunds, and gift cards.
- Balance tills at the end of day, complete bank deposits
- Resolve any customers issues or concerns that may arise while ensuring customer satisfaction
- Positive, helpful attitude toward customers, including the ability to speak clearly and convey information accurately
- Proficiency and interest in social media, specifically Instagram and Facebook
- Be outgoing and have the confidence to speak to groups concerning the need for volunteers and how they can be an important part of BFM

## **Personal Attributes**

The Front Store Supervisor must maintain strict confidentiality in performing his/her duties and must demonstrate the following personal attributes:

- Be honest and trustworthy
- Be respectful
- Be flexible
- Demonstrate sound work ethic
- Follower of Jesus Christ

## **Experience**

- At least 1 year of proven retail experience
- Experience managing people: engagement, conflict management, crisis intervention, etc.
- Experience working in a not-for-profit organization preferred
- Retail experience with cashier and financial responsibilities preferred

If you feel you have the passion and skill set that would help to advance the purpose of Mission Thrift Store Windsor, we look forward to hearing from you! Please submit your resume with subject line

**“Front Store Supervisor/Volunteer Co-ordinator”** by **December 15th, 2023** by email to:

windsor\_chair@missionthriftstore.com

*BFM (Windsor – Essex County) Enterprises Society welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process*