



LIFE RECOVERY ASSOCIATION IS HIRING A FULL TIME THRIFT STORE SUPERVISOR AT THRIFT FOR LIFE 2657 WEST RAILWAY, ABBOTSFORD

LIFE is a registered charity and Christian ministry that exists to support women in recovery from addiction. We provide abstinence-based programs in 4 homes in the Clearbrook Corridor of Abbotsford, BC. Thrift for LIFE is a social enterprise developed to raise funds to subsidize program costs at LIFE. It is an extension of the ministry through its community outreach and volunteer engagement.

JOB SUMMARY - PRIMARY FOCUS

The Thrift Store Supervisor is a member of the LIFE team and is expected to reflect the values of our ministry and is responsible for the day-to-day operations of the thrift store including administration, adherence to policies and procedures, supervision and oversight of volunteers.

STATEMENT OF RELATIONSHIPS

The Thrift Store Supervisor reports to the Business Administrator and works closely with the volunteers and other thrift store staff in the daily operations. Respectful relationships with customers, donors, volunteers, and LIFE staff are critical. Collaboration between stores and staff ensures that LIFE remains one ministry, working together to fulfill our mission. An attitude of servant leadership is essential in providing direction and guidance.

SPECIFIC RESPONSIBILITIES

Operations:

- Facilitate the efficient and effective operations of the Thrift Store.
 - Train and delegate volunteers for displays, intake, sorting, pricing, customer service and cashier duties.
 - Ensure that items sold meet Canadian Safety Standards.
 - Fill in for volunteer roles when shifts cannot be covered.
 - Address and resolve, where possible, customer complaints.
 - Identify needs: volunteer shifts and skills, supplies, repairs, and maintenance.
 - Collaborate with Business Administrator for Volunteer Recruitment opportunities.
 - Ensure cleanliness of all areas in the store.
 - IT troubleshooting.
- Ensure all WorkSafe BC, Employment Standards of BC, Fire Department and City of Abbotsford Bylaws and procedures are followed.
- Oversee appropriate internal controls for Daily Cash Balancing, reconciliation of differences, preparation of bank deposit slips and secure storage of cash.
- Collaborate with Business Administrator and staff at LIFE's Second Chance Thrift Store to address new business trends, challenges, and community engagement opportunities.
- Participate in staff, volunteer, and leadership meetings

Administration and Communication:

Administration and communication are key competencies of a store supervisor. In a volunteer-based operation with a remote location of the parent organization, ongoing, effective verbal and written communication is essential.

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- In collaboration with the Business Administrator, develop a marketing strategy for social media, online and print ads.
- Participate in planning, implementation, monitoring, and evaluation of Thrift Store operations including special events, promotions and sales.
- Following LIFE's retention guidelines, implement an effective filing system for volunteer and financial records including warranties and quotes.
- Ensure prompt reporting of incidents, emergencies and/or injuries to the Business Administrator.
- Provide a written report of operational updates and sales totals to the Business Administrator monthly.

Supervision:

- Recruitment, orientation, evaluation, conflict resolution and if necessary, correction of volunteers.
- Support volunteers through training and mentorship opportunities.
- Schedule sufficient staff and volunteers to meet the day-to-day operational needs.
- Communicate special events, policy change and organizational updates to thrift store staff and volunteers.
- Ensure that staff and volunteers follow all policies and procedures related to the day-to-day operations of the thrift store, especially as it relates to safety and security.

Other duties as assigned

QUALIFICATIONS & EXPERIENCE

1. Two or more years of experience working and/or volunteering in a retail business. Experience working within a Thrift Store would be an asset.
2. Understanding of Social Enterprises and how they support registered charities.
3. Proficient with Point of Sale software, Word, Excel, IT and troubleshooting.
4. Professional verbal, written, and interpersonal communication skills.
5. Strong analytical skills, cash balancing and record keeping.
6. Experience in supervising staff and/or volunteers.
7. Knowledge of addiction, social issues, and their impact to thrift store operations.
8. Basic First Aid Training Certificate or willingness to obtain it.
9. Naloxone Training Certificate or willingness to obtain it.
10. Current Class 5 Drivers License (minimum).
11. Sobriety of at least TWO years ie., no abuse of alcohol, drugs or other mood-altering chemicals.
12. A reputation of living a lifestyle that honors and glorifies God.
13. The incumbent must regularly attend and participate in their home church (Heb 10:24-25).

Hours of work: Tuesday to Saturday 9:00 am to 5:00 pm with some flexibility for special events. This position is eligible for extended health and dental benefits and 2 weeks of vacation annually. The wage range is \$22.00- \$25.00 per hour based on experience and education. Qualified applicants are to submit a cover letter and resume in PDF to thrift4life@liferecovery.ca This posting will remain open until the position is filled.

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