



**MISSION THRIFT STORE  
HAMILTON (ONTARIO)**

**ASSISTANT MANAGER  
(Full-Time)**

**JOB POSTING**

BFM Foundation Canada is a national Christian organization with over 50 Mission Thrift Stores across the country. The net revenue from all Mission Thrift Stores is devoted to the Joint Ministry of BFM Foundation Canada and Bible League Canada (BLC). These funds are used to establish adult and children's literacy programs, church planter training, and distribute Bibles in many places around the world. The stores are operated primarily by dedicated volunteers.

**WHY WORK HERE**

You have a passion for thrift. You are motivated, looking for a role with a purpose, and have a desire to make a difference in your local community. You want to serve through retail and recycling. You want to further your career in retail. You like to have fun at work.

**PURPOSE OF THE POSITION**

The Assistant Manager supports the effective operation of Mission Thrift Store Hamilton by fostering a mission-focused environment and motivating volunteers to provide outstanding customer service. The individual in this role will demonstrate strong retail, relational, and training skills, helping volunteers perform their duties with confidence and excellence. With a vibrant, passionate, and entrepreneurial spirit, the Assistant Manager collaborates closely with the Store Manager to optimize production, merchandising, and sales floor performance. Responsibilities include supporting areas such as inventory control, pricing, delegation, marketing, advertising, and financial management, while modeling professionalism and a strong work ethic. Additionally, this position plays an important role in scheduling, marketing, maintaining store health/safety/cleanliness, and building partnerships with local churches, charities, and community organizations.

**HOW YOU WILL CONTRIBUTE**

- Collaborate with the Store Manager to oversee the day-to-day operations of the Mission Thrift Store.
- Communicate clearly and respectfully with volunteers and customers to maintain a positive and productive environment.
- Monitor incoming donations to ensure items are processed, sorted, and priced in a timely and efficient manner.
- Maintain a clean, organized, and safe sorting area that meets Health and Safety standards.
- Delegate tasks effectively among volunteers in the Donations area, ensuring balanced workloads and clear direction.
- Support the Store Manager in conducting annual evaluations of Donation, Production, and Sales operations, including identifying needs and recommending improvements.

- Participate in the recruitment, interviewing, and selection of qualified staff and volunteers, in consultation with the Store Manager.
- Engage regularly with volunteers and customers to strengthen community relationships and gather feedback for continuous improvement.
- Assist with marketing/advertising, including social media and making recommendations regarding signage throughout the store.
- Monitor retail production activities and prepare monthly written reports with recommendations to enhance store performance.
- Ensure that an effective plan for scheduling volunteers and cashiers (in consultation with the Head Cashier) is in place to cover each workday, and provide a timely staffing calendar.
- Assess the needs of cashiers and floor volunteers to ensure effective service delivery and customer care.
- Address and resolve customer issues or concerns promptly and professionally, ensuring a positive shopping experience.
- Assist in training, mentoring, and motivating team members to develop their skills and achieve their potential.
- Support the ordering and inventory management of store supplies on a weekly, monthly, and semi-annual basis.
- Be prepared to perform any store role (i.e.; cashiers) as needed, ensuring smooth and consistent operations across all departments.
- Open and/or close the store on scheduled days, ensuring secure use of alarms and locking systems.
- Facilitate daily huddles/devotions with volunteers in the absence of the Store Manager, and assist in planning engaging and informative daily/monthly staff meetings.
- Contribute creatively and proactively to the store's fundraising and community engagement initiatives.

## **QUALIFICATIONS**

### **Education**

- Post-secondary education in Business Administration or a related field is an asset.

### **Experience**

- 5+ years of retail experience.
- Experience in retail management — particularly within a non-profit and/or volunteer-based environment — is an asset.

### **Skills**

- Strong retail management and people leadership skills.
- Exceptional interpersonal skills with the ability to build positive relationships and foster teamwork.
- Excellent communication skills, including verbal, written, and active listening.
- Strong organizational skills with the ability to multi-task, prioritize, and maintain composure in a fast-paced environment.
- Effective problem-solving and decision-making abilities, demonstrating sound judgment and initiative.
- Skilled in conflict resolution and able to address challenges with tact and professionalism.
- Strong time management skills.
- High attention to detail and accuracy.
- Proficient computer skills, including Microsoft Word, Excel, and Outlook.
- Familiarity with office procedures, retail operations, and inventory management practices.
- Understanding of non-profit and volunteer organization dynamics, including best practices for recruitment and engagement.

## **COMPENSATION EXPECTATIONS**

\$48,000.00 - \$50,000.00 annually, with full Health Benefits.

## **APPLY TODAY!**

We look forward to hearing from you! **Please submit your cover letter and resume to [hamilton\\_manager@missionthriftstore.com](mailto:hamilton_manager@missionthriftstore.com) by December 16<sup>th</sup>, 2025.** We are sincerely grateful for all applications submitted for this opportunity. We will contact you if you are selected for the next stage in the application process.

*Mission Thrift Store welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in the interview process.*