



**MISSION THRIFT STORE
KELOWNA (BRITISH COLUMBIA)**

**RETAIL SUPERVISOR
(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 Retail Supervisor fosters an excellent customer experience through effective oversight of store cleanliness, merchandising standards, pricing accuracy, and inventory flow. This leadership role supports the efficient movement of goods from Production to the sales floor, ensuring that merchandise is attractively presented, appropriately priced, and sufficiently stocked.

Working closely with the Store Manager and other supervisory team members, the Retail Supervisor ensures that all customer-facing activities (including product placement, sales execution, marketing, and service) are carried out to Mission Thrift Store standards. This position requires strong leadership and relationship-building skills to train, motivate, and guide staff and volunteers in delivering exceptional customer service within a thrift retail environment. The Retail Supervisor supports store-wide operational excellence by modeling teamwork and professionalism, promoting cleanliness, and contributing to thriving community partnerships.

HOW YOU WILL CONTRIBUTE

- Maintain efficient product flow from Production to the sales floor, including fulfilling floor requests, addressing overstock, and rotating merchandise, as needed.
- Ensure that all items placed on the sales floor align with established pricing strategies; identify exceptions and recommend solutions.
- Collaborate with the Store Manager to plan sale events, determine sale categories, maintain signage files and advertising catalogues, and ensure accurate sale entries at the tills.
- Oversee and update the store's audio/visual advertising components and complete daily promotional sign changes.

- Maintain high standards for store appearance, presentation, and overall shopping experience; create innovative and appealing displays.
- Conduct daily walkthroughs and safety checks to ensure a safe and orderly environment.
- Actively participate in staff, volunteer, and leadership meetings/huddles, including facilitating devotionals when required.
- Complete the daily activity clipboard and monitor incoming donations to plan for space needs and distribution.
- Communicate regularly with volunteers, staff, and customers to foster community support and identify opportunities for improvement.
- Resolve customer issues promptly, politely, and professionally, ensuring positive outcomes.
- Support the training, development, motivation, and engagement of volunteers and team members; communicate clearly and respectfully.
- Oversee daily retail operations to ensure smooth workflow.
- Maintain proactive loss prevention and asset management practices.
- Review customer purchases and coordinate pickup preparations.
- Participate in and support seasonal merchandising transitions.
- Provide cash support as needed (e.g., break coverage, line management, customer service).
- Contribute creatively to store fundraising initiatives.
- Update social media platforms (e.g., Instagram, Facebook), as required.
- Other duties as assigned by the Store Manager.

QUALIFICATIONS

Education

- High School Diploma or equivalent is required.
- Post-Secondary education in Business, Retail Management, or a related field is an asset.

Experience

- 3+ years of experience in retail.
- 1+ years of people leadership (volunteer/non-profit leadership is an asset).

Skills

- Excellent retail management and people leadership skills, with the ability to teach and delegate tasks.
- Excellent customer service and interpersonal skills.
- Strong and professional communication skills (written, verbal, and active listening).
- Effective analytical, problem-solving, and independent decision-making abilities.
- Effective conflict resolution skills, with the ability to maintain a positive, calm, and professional demeanor.
- Strong time management, prioritization, and organizational skills, with a high attention to detail.
- High degree of empathy and patience.
- Computer literacy, including Microsoft Office.
- Strong knowledge of barcoding and price tagging, as well as the operation of cash registers and Point-of-Sales systems.
- Basic math skills required to accurately perform/support cash transactions and reconcile totals.
- Flexibility to move between departments as needed and adapt to shifting priorities in a fast-paced retail environment.

WORKING CONDITIONS

- This job is performed mostly indoors in a thrift store retail setting.
- Extensive work interfacing with people.
- Potential for conflict with people internally or externally that may be unforeseen.
- Combination of natural light and fluorescent/LED lighting.
- Frequent standing, walking, reaching, bending, and crouching/squatting to the floor.
- Sitting for long periods of time at a computer.
- Lifting, carrying, pulling, and pushing goods weighing up to 25 pounds.
- Must be able to work a flexible schedule that includes rotational Saturdays.

COMPENSATION EXPECTATIONS

Starting wage will be \$21.00 per hour, with full Health Benefits effective after the successful completion of a three-month probationary period.

APPLY TODAY!

We look forward to hearing from you! **Please submit your cover letter and resume by December 9th, 2025, to kelowna@missionthriftstore.com.** 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.