



**MISSION THRIFT STORE
CRANBROOK, BC**

**STORE ASSOCIATE
(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 Store Associate supports the mission of Mission Thrift Store Cranbrook (British Columbia) by serving as a primary cashier and providing exceptional customer service on the sales floor. This role is responsible for accurately processing transactions, maintaining a welcoming and organized checkout area, and offering friendly and helpful service to all customers. The Store Associate also contributes to overall store operations by supporting merchandising, restocking, store cleanliness, and teamwork. The ideal candidate is friendly, customer-focused, and committed to fostering a positive environment for customers, volunteers, and staff, while demonstrating professionalism, accuracy, and adaptability in a fast-paced thrift retail setting.

HOW YOU WILL CONTRIBUTE

- Greet customers warmly, provide friendly and helpful service, and create a positive front-line experience.
- Accurately process purchases, returns, and exchanges using the cash register and POS system.
- Handle cash, debit, credit, and gift card transactions with accuracy and integrity, following all cash-handling procedures.
- Maintain a clean, organized, and welcoming checkout area, ensuring supplies and packaging materials are well-stocked.
- Assist shoppers by answering questions, offering guidance, and providing information on promotions, sales, loyalty/reward programs, store policies, and available services.
- Assist with pricing, tagging, and restocking merchandise as needed.
- Support merchandise standards by organizing displays and ensuring that the sales floor remains clean, tidy, and well presented.
- Monitor product flow to the sales floor and communicate inventory needs or customer requests to the appropriate team members.
- Follow health, safety, and loss-prevention procedures to help maintain a secure and respectful store environment.
- Participate in general store housekeeping tasks, ensuring a clean and organized retail space.
- Work collaboratively with staff and volunteers, contributing to a positive, inclusive, and supportive team culture.
- Adapt to shifting priorities and support various store tasks during busy periods or when operational needs change.

EXPERIENCE AND QUALIFICATIONS

- Previous experience in retail/cashiering is an asset.
- Previous experience working with volunteers and/or in non-profit environments is an asset.
- Excellent customer service and interpersonal skills, with the ability to create a warm and welcoming environment for all shoppers.
- Basic math skills required to accurately perform cash transactions and reconcile totals.
- Knowledge of cash handling procedures and proficiency with cash register/POS systems.
- Strong teamwork skills, demonstrating the ability to work productively, supportively, and positively with other staff and volunteers.
- Ability to multitask, manage time, and prioritize effectively, while remaining composed, friendly, and efficient in a fast-paced retail environment.
- Effective conflict-resolution and de-escalation abilities, demonstrating patience, respect, empathy, and professionalism when handling customer concerns.
- Clear and effective communication skills, including verbal, written, and active listening abilities.
- Proficiency with computer systems and basic digital tools.
- Well-organized and detail-oriented, with attention to cleanliness and store presentation.
- Strong problem-solving and analytical skills, using sound judgment to make independent decisions when appropriate.
- Demonstrates reliability and a strong work ethic, with consistent attendance and punctuality.
- Flexible to shifting priorities.
- Adaptable with a willingness to learn, including openness to feedback and changes in procedures or workflow.

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.
- Lifting, carrying, pulling, and pushing goods weighing up to 25 pounds.
- Must be able to work a flexible schedule that includes occasional Saturdays, evenings, and holidays.

COMPENSATION EXPECTATIONS

Full-Time: \$18.50 per hour, plus paid Vacation Time and access to full Health Benefits following the successful completion of a three-month Probationary Period.

APPLY TODAY!

Please submit your **cover letter and resume** by **July 9th, 2026**, to the Hiring Committee via **ALL** of the following contacts:

- cranbrook@missionthriftstore.com
- cranbrook_board@missionthriftstore.com
- chris_kohli@missionthriftstore.com

We look forward to hearing from you and 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.