



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

**RECEIVER
(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 Receiver plays a key role in creating a positive and memorable experience for every donor to Mission Thrift Store. They begin each day by setting themselves up for success; this includes conducting a safety inspection of the Receiving area, which ensures that the parking lot is clean, as well as organizing this space before opening to the public. During donation hours, they serve as an ambassador for Mission Thrift Store, sharing information about our mission and who we are, as well as how we give back to the community — greeting every car, every time, with genuine enthusiasm. This role also supports donation pickups, deliveries, carry-outs, and a variety of other customer service needs. Each donor interaction is marked by a warm welcome and sincere appreciation.

Reporting to the Store Manager and working closely with the Warehouse Support Associate, the Receiver carefully handles each donation — either ethically disposing of unusable items, or cleaning, sorting, and organizing goods by department for production. He/She also maintains organized storage for off-season products, supplies, and fixtures. Ultimately, this position ensures an excellent donor experience, a steady flow of goods, environmentally responsible practices, and well-managed inventory and storage areas.

HOW YOU WILL CONTRIBUTE

- Conduct a daily morning safety inspection of the Receiving area and address any deficiencies promptly.
- Prepare the Receiving area for opening, ensuring the following:
 - Maintenance and cleanliness of parking lots (front and rear), Receiving drive lane, and building exterior, which includes the removal of donations, garbage, graffiti, and management of weather-related conditions (snow, ice, flooding, etc.).
 - Placement of garbage bins, and setup of containers, carts, and trolleys for daily operations.
 - Support for the cash department by ensuring empty hanger racks, cleared garbage, and the necessary supplies are provided.
 - End-of-day closure and secure lock-up of the Receiving area.

- Monitor and maintain all receiving equipment in good working condition; coordinate or perform minor repairs, as needed.
- Greet each donor warmly, engaging in a sincere and welcoming conversation; introduce Mission Thrift Store and explain the rewards donation program.
- Plan and assign daily tasks for the Warehouse Support Assistant, ensuring that the workload and priorities are clearly communicated.
- Actively participate in daily, weekly, and monthly meetings, which includes staff, volunteer, and leadership gatherings, as well as team devotions.
- Accept and sort donations received from the public by department, ensuring proper handling and organization.
- Maintain cleanliness, organization, and safety standards throughout the Receiving and Production areas.
- Resolve customer issues or concerns calmly and promptly, ensuring a positive and satisfactory experience.
- Assist with carry-out services and bag purchases for customers, as required.
- Support store-wide projects and daily operational needs, as assigned.

QUALIFICATIONS

- Strong understanding of warehouse and workplace safety regulations.
- Clear and effective verbal, written, listening, and interpersonal communication skills.
- Excellent customer service skills, with the ability to create positive experiences for donors and customers.
- Ability to build and maintain positive working relationships with staff and volunteers.
- Capacity to thrive in a fast-paced environment with professionalism, grace, and good humor.
- Strong conflict resolution abilities focused on achieving positive outcomes.
- Excellent problem-solving and decision-making skills, using sound judgment and initiative.
- Proficiency with computers and experience operating a Point of Sale (POS) system.

WORKING CONDITIONS

- Extensive work interfacing with people.
- Frequent standing, walking, reaching, bending or squatting to the floor in constrained Receiving, Production, and retail spaces.
- Lifting, carrying, pulling, and pushing goods weighing up to 50 pounds.
- Combination of natural light and fluorescent/LED lighting.
- Must be able to work a flexible schedule that includes rotational Saturdays.

COMPENSATION EXPECTATIONS

Starting wage will be \$19.00 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 February 20th, 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.