

Terms of Employment:	Full-time	Department:	Thrift Store
Position Type:	Manager	Reports To:	Thrift Store Director

POSITION SUMMARY:

The primary responsibility of the Thrift Store Manager is to work alongside the Thrift Store team to provide oversight of Thrift Store operations. Responsibilities include, manage employees and volunteers, maintain customer satisfaction, oversee incoming donations and outgoing inventory, manage employee and volunteer morale, ensure adherence with Teen Challenge's practices and policies, apply conflict resolution techniques as required, exude professionalism, and maintain a safe and clean work environment at all times.

JOB DUTIES & RESPONSIBILITIES:

Management

- Maintain adequate stock through efficient inventory management
- Handle all employee matters and apply conflict resolution when necessary
- Oversee employee scheduling to ensure all shifts are adequately covered
- Increase sales and promote business to meet given goals within provided guidelines
- Make sure that merchandise is always presented neatly and that items are priced correctly
- Manage the pricing in a product's life cycle by taking seasonal changes into account
- Hold staff accountable for cash box deficits
- Balance sales, print and record receipts as well as track revenue daily
- Make bank deposits daily and reconcile bank statements
- Record visa and debit accounts
- Supervise all employees, students and volunteers, and coordinate work to ensure productive operations at all hours
- Help develop and implement new business strategies for creating or improving processes and procedures to improve overall performance
- Ensure that all reporting employees and volunteer, and assigned students, are in adherence with Teen Challenge's policies and procedures
- Analyze the customer's concern and present options to solve their issue
- Manage the morale in the Thrift Store, by setting and demonstrating a strong business and relational ethic for dealing with employees, students, volunteers and customers

Customer Service

- Greet and assist customers in a manner that models exemplary conduct to other staff
- Ensure each customer is satisfied with their experience at the Teen Challenge Thrift Store, from entry to exit
- Oversee the customer's merchandise checkout and ensure overall satisfaction
- Handle customer inquiries and complaints
- Make sure all customer complaints are addressed and handled professionally, leaving the customer with a positive resolution

Health & Safety

- Ensure that all health, safety and security regulations are adhered to and required standards are met
- Maintain a clean and safe working environment at all times
- Oversee that the work being conducted, is done in a manner that is in adherence with Teen

Other duties assigned by the Thrift Store Director

QUALIFICATIONS:

- Minimum of Grade 12 high school diploma
- Minimum 3-5 years of relevant work experience, retail and management experience
- Valid Driver's License
- Effective leadership skills, with a strong focus on operations and business processes
- Ability to identify key issues; creatively and strategically overcome internal challenges or obstacles
- Exceptional written and verbal communication skills
- · Strong administrative skills and positive team attitude
- Solid interpersonal skills that allow one to work effectively in a diverse working environment
- High level of sound and independent judgment, reasoning, resourcefulness, flexibility, adaptability and discretion
- Demonstrate ability to clearly transmit and receive information by email, phone and in person
- · Proficient in Microsoft Office Productivity Software
- Excellent attention to detail and ability to adapt to within a changing fast paced environment
- · Self-motivated, results-driven and able to work well under pressure
- Excellent time management skills and ability to prioritize and organize tasks at hand
- Apply patience, kindness and compassion on a daily basis
- · Ability to coordinate, motivate and inspire students and volunteers

WORKING CONDITIONS:

- Manual dexterity required to use desktop computer and peripherals
- · Intermittent physical activity including walking, standing, sitting, and lifting
- · The atmosphere may vary from a calm to a fast paced setting depending on daily events
- Operate office equipment including computer, photocopier, scanner, phone, headset and other office equipment as necessary
- Overtime and traveling may be required

Position Location	London ON
Apply online	TEEN CHALLENGE WEBSITE