



Job Posting - Nearly New Thrift Store Coordinator

Position Overview

Part-time 20 hours per week

Location: Nearly New Thrift Store, 4311 Queen Street, Niagara Falls, ON

Rate of pay: \$19.50 per hour

Typical work week is Tuesday to Saturday usually between the hours of 10am to 4pm. The ability to work flexible hours is required, including occasional evenings.

Big Brothers Big Sisters of Niagara is seeking a Retail Coordinator to join our team. The primary role of this position is to oversee the day to day operations at our social enterprise, the Nearly New Thrift Store.

About Big Brothers Big Sisters

Big Brothers Big Sisters of Niagara (BBBSN) is a charitable organization that has been supporting vulnerable young people in Niagara since 1937. Our mission is to enable life-changing mentoring relationships to ignite the power and potential of young people. This is achieved through a combination of one on one and group mentoring programs, offered both in the community and in schools.

About the Nearly New Thrift Store

The Newly New Thrift Store (located at 4311 Queen Street, in Niagara Falls) is a social enterprise for Big Brothers Big Sisters of Niagara. Started in 1958, the thrift store sells gently used clothing, accessories, books, toys, and small household items, all of which have been donated by the generosity of our community. The store proceeds support Big Brothers Big Sisters of Niagara's no-cost mentoring programs and services. The Nearly New Thrift Store is staffed by committed volunteers.

Key Responsibilities

Volunteer Management

- Oversee our dedicated and passionate team of Nearly New Thrift Store volunteers.
- Assist with the recruitment of new volunteers.
- Interview, screen, train and on-board new volunteers following agency standards.
- Train and support volunteers on store policies and procedures.

- Create a volunteer shift schedule to ensure adequate coverage and appropriate skill sets are represented on shifts.
- Implement meaningful recognition of the volunteer team.
- Provide coaching and ongoing support to the volunteer team.

Store Operations

- Develop product pricing structures, ensuring that we remain competitive in the thrift store market.
- Research unique/vintage/rare items to determine market value.
- Create and implement an annual sales plan.
- Create and display in store signage to inform customers about current and upcoming sales or promotions.
- Support with the management of the Nearly New Thrift Store social media channels.
- Diligently follow agency's cash handling and Point of Sale policies.
- Role model excellent customer service. Address and work to achieve resolution of any customer complaints.
- Inventory and ensure timely ordering of all supplies needed for smooth store operations.
- Support with all store roles including accepting donations, sorting donations, pricing products, merchandising product on sales floor, changing seasonal displays, assisting customers, and performing the functions of the cashier.
- Work to increase the connection and brand awareness that donating and/or shopping at the Nearly New Thrift Store supports Big Brothers Big Sisters of Niagara's no-cost mentoring programs for children and youth.
- Attend community events, such as markets or vendor fairs, to sell Nearly New Thrift Store products, recruit volunteers and increase overall awareness of our social enterprise.
- Record Keeping and Administrative Functions.
- Additional duties as required.

Qualifications

- Minimum of 2 years related experience in a retail environment.
- Experience within a social service or charitable agency is an asset.
- Excellent organizational and time management abilities.
- Able to work independently and as part of a team.
- Exceptional customer service skills.
- Excellent oral and written communication skills, with detail-orientated eye for both internal and public facing materials.
- Awareness of best practices related to diversity, equity, inclusion and justice.
- Demonstrated ability to communicate effectively with a variety of people and solve problems as they arise.
- Recent Vulnerable Sector Police Check naming Big Brothers Big Sisters will be required.

- Reliable insured vehicle, valid driver's license and ability to travel between multiple offices/sites.

How to Apply:

Please submit your resume and a cover letter outlining your relevant experience and why you are interested in this position to Sarah Ludberg, Senior Director of People and Programs, at sarah.ludberg@bigbrothersbigsisters.ca

Application Deadline: October 30th, 2024 at 12pm.

Big Brothers Big Sisters of Niagara is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.